



CITY OF JERSEY VILLAGE, TEXAS

16327 Lakeview Drive



Jersey Village, Texas 77040

JOB POSTING

POSITION: 911 Dispatcher (full time)

DATE POSTED: 04/19/2017

DEPARTMENT: Communications

DEADLINE: until filled

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GENERAL DESCRIPTION AND CLASSIFICATION STANDARDS:

Performs radio communication dispatch and telecommunication duties for the City of Jersey Village Emergency Services. Duties include, but are not limited to: communicating effectively with city and county police officers, Fire and EMS personnel and maintaining their status to ensure safety; answering multiple telephone lines and dispatching as required; handling emergency and fast-paced situations; providing the general public with information and assistance; and maintaining a variety of records, files and logs. Employee must be available to work various shifts, including holidays as directed by the schedule, and performs other duties as assigned.

SUPERVISION RECEIVED:

Under the general supervision of the Communications Supervisor, the employee should be able to work with and without direct supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs multiple tasks simultaneously; takes appropriate action when presented with a stressful life/death situation; remains calm under all circumstances.
- Answers multiple telephone lines; handles all 911 calls within the Jersey Village Emergency Services Department jurisdiction or transfers the call to appropriate agency; handles other calls appropriately and updates call lists.
- Maintains field unit status at all times to ensure safety of police officers and firefighters performing activities including working accidents, hazardous incidents, traffic control, pursuits, calls in progress, working incidents, etc.
- Communicates effectively and coherently over law enforcement and police radio channels initiating and responding to calls; issues case numbers; notifies others, such as wreckers, cabs and utilities, when services are requested/required.
- Dispatches emergency calls for Jersey Village Fire Rescue Department and provides communications support to all Jersey Village Fire Rescue units engaged in emergency and non-emergency activities.
- Provides the general public with directions and referrals, answers to citizen complaints and concerns and any other information requested regarding the community or situation.

- Contacts various utility companies to resolve problems such as gas detection, power failures, etc.; contacts telephone companies for assistance in obtaining address of distressed callers.
- Maintain a safe work environment.
- And any other tasks/or job duties as assigned by a supervisor

DECISION MAKING:

Applicant should be able to make good judgment and initiative in dispatching emergency calls and other requests. Use independent judgment and discretion in the handling of emergency situations, determining and deciding upon procedures to be implemented, maintaining standards and resolving problems.

LEADERSHIP PROVIDED:

May oversee temporary or contract workers as needed.

KNOWLEDGE, SKILLS & ABILITIES:

This is a partial listing of necessary knowledge, skills, and abilities required to perform the job successfully. It is not an exhaustive list.

Knowledge of: dispatching and communication systems and local law enforcement practices, policies and procedures; techniques and procedures used in operating emergency communications equipment; customer service standards and best practices; terminology, principles and methods utilized within the department.

Skill in: listening and communicating exceptionally to effectively convey information verbally and in writing; operating computers with demonstrated proficiency in a variety of applications and software; empathetic listening techniques.

Ability to: speak with a clear well-modulated voice; remain calm under pressure and stressful working conditions during heavy workload and emergency related calls; speak English rapidly, clearly and concisely; dispatch and handle emergency calls on a continuous basis under time constraints; simultaneously communicate, interpret communication and accurately enter data into a computer system.

MINIMUM QUALIFICATIONS – EDUCATION AND EXPERIENCE:

- High school diploma or GED required.
- 6 months experience in customer service or other direct customer contact work required
- 1 year call center experience in a fast-paced work environment preferred
- Bilingual (English/Spanish) preferred
- Type 35 words per minute

PHYSICAL REQUIREMENTS:

Must be able to sit for extended periods of time; carry, lift, or drag objects weighing up to 35 pounds, stoop, squat, kneel, climb, and stretch to reach areas of the work site for routine cleaning and inspections.

REQUIRED EDUCATION, DEGREES, CETIFICATES, AND/OR LICENSES:

Applicants must pass a communications dispatcher performance test measuring the ability to receive, retain, and process emergency information. If selected to test you will be notified via e-mail and be required to come to The City of Jersey Village Fire Department to test.

Applicants must have the ability to obtain TCOLE, TCIC/NCIC, EFD/EMD, and JIMS & DIMS certifications within the first year of employment.

Applicants must possess a valid Texas Driver’s License.

SALARY INFORMATION: Depending on qualifications and experience

INSTRUCTIONS FOR APPLYING: Employment applications are required; resumes are accepted only with a completed employment application. Physical address: City of Jersey Village, Human Resources, 16327 Lakeview Dr., Jersey Village, Texas 77040. Fax to (713) 466-2171 or email completed applications to hr@ci.jersey-village.tx.us An Application may be printed by visiting www.jerseyvillage.info

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