



Dispatcher

Salary: \$14.62 – \$19.82 hourly

POSITION SUMMARY:

Performs a variety of dispatch duties on behalf of the City's Public Safety Communications Center; provides for the delivery of emergency and non-emergency services to the public; prepares dispatch records and documentation; operates various types of telecommunications equipment; and performs other related duties as assigned.

ESSENTIAL FUNCTIONS:

- Receives and records incoming calls on both the telephone including animal control and 9-1-1 calls, evaluates calls and directs calls to appropriate staff, officers, and/or agencies
- Maintains communications with public safety personnel and provides necessary support to field personnel via police radio, telephone, computer and other specialized equipment
- Maintains constant status of field units and updates dispatch information utilizing the computer assisted dispatch systems
- Assists and answers questions from the general public
- Gives directions to citizens and officers when necessary
- Performs computer-assisted and manual records checks for officers on individuals, locations, vehicles, and other property, sometimes verifying warrants, suspended or expired license, or reports of stolen property with the originating agency
- Maintains, updates, and accesses various logs and computer data files of officer activities (incident reports, accident reports, stolen or repossesses property logs, maps, shift logs, etc.) and performs data entry of officer activities for logs and records
- Completes forms and reports on the computer or typewriter
- Prepares complaint, criminal history, and facts of arrests reports
- Operates recording equipment for 9-1-1 and telephone calls
- Enters information into Texas and National Crime Information computer systems and validates information against printed reports
- Files departmental records
- Answers emergency phone line for Fire Department
- Prints computerized forms for officers as necessary
- Remains physically, emotionally and mentally alert in all situations, including working long or unusual shifts or hours
- Performs such other related duties as may be assigned.

MINIMUM QUALIFICATIONS:

Knowledge of: law enforcement practices and procedures; High School Diploma or equivalent; Prefer a Telecommunications Operator Certification from the Texas Commission on Law Enforcement (TCOLE) or the ability to obtain TCOLE certification within one year of employment; Possess a valid Texas Driver's License. Physical requirements include occasional lifting/carrying of 5 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Must be willing to work various assigned rotating shifts.

PLEASE APPLY BY COMPLETING THE APPLICATION WHICH CAN BE FOUND AT www.athenstx.gov

Human Resources or obtained at the City of Athens, Human Resources Department, 508 E. Tyler, Athens, TX 75751

Phone : 903-677-6639 • Fax : 903-675-7562 • Email : humanresources@athenstx.gov

This position is open until filled. The City of Athens is an Equal Opportunity Employer and values diversity in its workplace. Applicants selected as finalists for this position will be subject to a comprehensive background check.