

Kirby Emergency Communications Dispatcher Job Description

Job Summary

Under general supervision, is responsible for answering 911 emergency calls as well as non-emergency calls and assisting citizens in obtaining emergency services and performing technical and administrative radio communications involving the deployment of emergency personnel according to request for service and available manpower. Working conditions are primarily in an office environment. Exercises no supervision.

In this position, you are a “FIRST RESPONDER” and expected to assist and support 911 operations during natural disasters, manmade disasters, terrorism, extreme weather, and civil emergencies. The Kirby 911 Public Safety Answering Point is staffed 24 hours a day, 7 days a week, 365 days a year to support emergency operations for the City of Kirby. Because of this you may be required to work mandatory overtime and outside of your staff hours as needed in emergency situations.

Job Requirements:

- Must pass Criminal Justice Information Systems (CJIS) background and maintain CJIS eligibility.
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- Applicants for this position must pass a Criminal Justice Information Systems (CJIS) fingerprint-based background check and maintain CJIS eligibility. Due to CJIS requirements related to system access, the following will result in being disqualified for this position: Felony Convictions, Felony Deferred Adjudication, Class A & B Misdemeanor Deferred Adjudication, Class B Misdemeanor Convictions, an Open Arrest for Any Criminal Offense (Felony or Misdemeanor), and Family Violence Convictions.
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- High school diploma or GED equivalent (recognized by the Texas Education Agency or a regional accrediting agency).
- One (1) year experience in public contact either in person or by telephone.
- Must obtain TCLOSE Telecommunicator Certification within one (1) year of employment.
- Must obtain TCIC/NCIC, Full Access Certification within six (6) months of employment.
- Must meet the minimum requirements established by the Texas Commission on Law Enforcement for Telecommunicators.

Must be able to work at least 24 hours a week, but can work up to 32 hours a week.

\$17.60/hr starting pay. Contact cpalomo@cityofkirby.org for more information