

Title: Public Safety Dispatcher

Link to Apply: <https://external-garland.icims.com/jobs/6759/job>

Position Summary

Responsible for receiving and responding to emergency and non-emergency calls in order to route calls to the appropriate services.

Essential Job Functions

- Receive, prioritize and respond to emergency and non-emergency telephone calls and situations.
- Enter and process information received. Prioritize and route calls to dispatch.
- Apply policies, procedures, guidelines relating to emergency situations and crime intervention to ensure compliance, safety of citizens and emergency response personnel and prevent liabilities.
- Prepare and maintain accurate records and logs of all radio transmissions, telephone calls and other records and files.
- Correspond or communicate with other Cities, agencies, etc. to confirm or request information of a valid offense report or other law enforcement matters.
- Act as a liaison between the Garland Police and Fire Departments and other City departments and/or City or Government agencies as needed.
- Maintain and validate data in local, state and national computerized databases including the National Crime Information Center (NCIC) and the Texas Crime Information Center (TCIC).
- Monitor and control the movement of field units and provide appropriate and effective coverage in response to public safety emergencies
- Perform administrative duties as needed or requested.

Minimum Education & Work Experience

*Must be United States of America citizen at the time of application (State licensing requirement)

* High School Diploma or G.E.D equivalent

* No experience required

Or an equivalent combination of education and experience sufficient to successfully perform the essential functions of the job.

Must be able to satisfactorily complete background investigation, polygraph, dispatcher candidate exam; psychological evaluations; interviews; drug screening, and demonstrated knowledge of a computer keyboard. Ability to type 35 words per minute while multitasking.

Preferred Knowledge - Abilities & Skills

Education/ Experience:

- 6 months advanced training or coursework past the high school level
- Up to one year of experience as a Call Taker, Customer Service or similar position in a communication or dispatch center

Knowledge, Skills & Abilities:

- Basic knowledge of public service activity and methods of local government
- Basic knowledge of computer technology and equipment
- Basic knowledge of law enforcement terminology and procedures
- Basic knowledge of geography for the City of Garland and surrounding areas
- Basic knowledge of English language for spelling and proper word usage
- Skill in coordinating mental, manual and visual activities simultaneously
- Skill in observing situations analytically and objectively and relaying details accurately
- Skill in communicating using telephone equipment
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries
- Ability to multitask and demonstrate appropriate judgment on the spot
- Ability to work under pressure and during emergency situations and react quickly to signals, unexpected situations and/or emergencies
- Ability to establish and maintain effective working relationships with Police Department personnel, other City employees, outside law enforcement agencies and the public
- Ability to type 35 words per minute while multitasking
- Ability to satisfactorily complete training on two (2) radio disciplines.
- Ability to process and evaluate information received and dispatch law enforcement and/or Fire/EMS, consider call priority, availability and the number and types of personnel needed

Licenses & Certifications

- ⊞ Valid State of Texas Class C Driver's License
- ⊞ Texas Commission on Law Enforcement (TCOLE) Telecommunicator License or the ability to obtain within 1 year of hire
- ⊞ Texas Department of Safety (DPS) National Crime Information Center (NCIC)/ Texas Crime Information Center (TCIC) certification or the ability to obtain within 1 year of hire
- ⊞ Medical Priority Emergency Medical Dispatch (EMD) license and certification or the ability to obtain within 1 year of hire
- ⊞ CPR Certification or the ability to obtain within 1 year of hire