City of University Park

911/311 Communications Specialist

SALARY	$27.28 - $42.31 Hourly $2,182.31 - $3,384.77 Biweekly $56,740.00 - $88,004.00 Annually	**LOCATION**	3800 University Boulevard, University Park, TX
JOB TYPE	Full-Time Regular Employee	**JOB NUMBER**	UP00286
DEPARTMENT	Police	**OPENING DATE**	08/13/2024

Summary

The purpose of this position is to perform a variety of duties related to receiving and dispatching 911 emergency and non-emergency calls including 311 lines. This is accomplished by relaying radio communication and customer service to field crews and ensuring 24-hour emergency dispatch services. Other duties include providing clerical and administrative duties as needed.

Please refer to job duties listed below.

Duties

- Dispatches and assigns police, fire, and emergency medical services to both emergencies and non-emergencies.
- Answers 911/311 service lines and provides accurate information and/or process requests for service.
- Gives pre-arrival medical and CPR instructions over the telephone.
- Answers incoming calls for the department during non-regular working hours.
- Enters data into the computer in order to verify information for emergency personnel.
- Processes bond paperwork and monies for persons who have been arrested.
- Call other individuals and agencies in order to request information and confirm warrants to other departments.
- Enters stolen items into the NCIC computer.
- Monitors in-house and outside alarms and electronic tracking systems and maintains office equipment in proper working order.
- Dispatches after hours emergency crews for water, streets, parks, and traffic.
- Ability to read manuals and updates regarding general operational procedures.

Qualifications

- High school diploma or equivalent
- Three (3) years of experience working as a dispatcher preferred
- TCOLE Telecommunications Officer Certification preferred
- Typing speed of 30 words per minute or more
- Must be able to work flexible work schedule including rotating shifts, nights, weekends and holidays.

- Must exhibit a strong multitasking skillset and have experience and be comfortable working autonomously

Supplemental Information

Ability to sit at a desk or move about in the dispatching area. Employee is frequently required to sit, talk, and hear. The employee is occasionally required to stand, walk, use hands to find, handle or feel objects, tools or controls; reach with hands and arms, climb or balance; stoop, kneel, crouch or crawl.

Employer
City of University Park

Address
3800 University Blvd.

University Park, Texas, 75205

Phone
214-987-5373

Website
http://www.uptexas.org