



Public Safety Telecommunications Specialist I / II (Dispatcher)

Salary: Minimum \$29.80 per hour + (DOQ)

Location: Fort Worth, TX

*** All applicants will be asked to provide a copy of their current TCOLE Telecommunicator License (or out-of-state equivalent) during application process.**

Position Summary:

The Public Safety Telecommunications Specialist performs duties 24/7 in an on-site, staffed post including but not limited to receiving, prioritizing, disseminating multiple 911 and administrative telephone lines, and monitoring the District's multi-group radio communication system. Operating and managing TLETS terminals, law enforcement CAD systems, asset tracking systems, maintaining the District's automated security and employee ID card systems. Responsible for receiving, processing and dispatching calls for service for multiple District departments; monitoring, and reporting information, notifies appropriate responders of suspicious, dangerous, or hostile environmental activity, and prepares after action reports. Monitor and report suspicious activity observed through security software, to include approximately 550 PTZ and fixed cameras and 1,200 alarm points throughout TRWD's 11 county lateral asset of Critical Infrastructure. Verify and facilitate approved entry through approximately 450 access points.

Essential Functions and Responsibilities:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.



- Monitor the security software for activity including but not limited to: Suspicious activity, glass break alarm, motion sensor alarm, door forced open alarm, door held open alarm, intrusion detection alarm
- Grant access to approved employees/contractors/visitors
- Process background checks on contractors that are requested by District personnel for projects or maintenance needs at facilities
- Print and issue security badges, assign keys, and car tags for new employees and contractors
- Report damage/inoperable equipment
- Prioritize emergency/nonemergency incoming calls for law enforcement and other departments
- Dispatch District personnel based on the nature of the call
- Monitors dispatched personnel and assets
- Communicates with internal and external departments with regards to public safety and asset protection
- Enter/clear, receive, comprehend, respond to, and disseminate information through the TLETS terminals
- Prepares and distributes safety/arrest/bolo bulletins
- Maintain records, equipment and supplies
- Must be able to transfer and operate in Mobile Command
- Complies with District, TLETS and CJIS policies and guidelines
- Maintain compliance with established process and procedures
- Provide feedback on system effectiveness
- Prepare reports as needed
- Utilization of Computer Aided Dispatch System (CAD)
- Proficient and accurate emergency communication documentation
- Maintain familiarity with strategic District levels of service
- Continuous improvement monitoring and innovation efforts
- Perform other duties as required

Required Experience:

- One (1) to two (2) years of experience proficient use with 911 public safety dispatch systems
- The applicant must be fingerprinted using the Fingerprint Applicant Services of Texas and subjected to a search of local, state and national records and fingerprint files to disclose any criminal record
- Technical skills, attention to detail and a good memory



- Ability to prioritize tasks related to 911 emergency and safety
- Ability to multi-task, take notes, operate multiple computer systems and multi-line phone systems
- Ability to work any day of the week, including holidays
- Ability to work any shift, including days or nights
- Familiar with Microsoft Office and a basic understanding of computer software
- Ability to work without direct supervision
- Regular and consistent attendance. Must arrive at post on time, prepared to perform assigned duties, and work assigned schedule

Desired Experience:

- Two (2) years of experience as a public safety dispatcher

Required Education/Certification/License:

- High School Diploma or GED
- Must possess CJS certification clearance or be able to obtain clearance within 14 days of hire, to include continuation
- Must have or able to be certified in ICS-100, 200, 700, 800 upon hire
- Must possess an active and current Basic TCOLE Tele-communicator License or be able to obtain a temporary TCOLE Tele-communicator License within 14 days of hire (Example: Ability to transfer out-of-state TCOLE equivalent into a temporary license)
- Valid Texas driver's license or ability to obtain upon hire

Desired Education/Certification/License:

- APCO Communication Officer Training Certificate or equivalent
- TCOLE Basic Instructor Certificate
- Texas Public Information Act Certificate
- Texas Public Notary
- Basic Property Technician Certificate
- Completion of ICS- 300 and 400

**Success Factors/Job Competencies:**

- Ownership and accountability
- Self-motivated
- Pro-active
- Verbal and written communication skills
- Works as a team

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing duties of job, employee is occasionally required to stand, walk, sit, and use hand to finger, handle, or feel objects, tools, or controls, reach with hands and arms, balance, stoop, talk or hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work environment: While performing the duties of this job, the employee typically resides within an office or cubicle and may have occasional fieldwork that will expose the employee to weather conditions prevalent at the time.