

## Public Safety Dispatcher II

### **Summary:**

This position provides communication and support services to the Texas Department of Public Safety state troopers, Roadside Safety Service (RSS) staff, local agency first responders, contract wreckers and NTTA maintenance. Receives and processes 9-1-1 emergency phone calls, and non-emergency phone calls. Inputs and accesses sensitive information using automated law enforcement systems. Coordinates incident response by receiving and transmitting radio, push-to-talk, and telephone calls. Types letters, forms and reports on computer keyboards using Microsoft Office, Computer Aided Dispatch, and other applications. Uses good judgment when making decisions in emergency and routine situations. Monitors and operates software applications for alerts and alarms and alerts and notifies responsible parties in a timely manner. Conducts inquiries on individuals using the automated wants and warrants system; maintains confidentiality of information. Establishes and maintains good rapport with coworkers, local law enforcement agencies, customers, supervisors, and others. Performs routine clerical work and other duties as required. Additional duties include assisting with tours, reporting equipment malfunctions, and assisting other employees. Work is performed in shifts which may include days, nights, weekends, and holidays.

This is a designated Essential Employee position whose attendance is required to maintain agency operations during an emergency or inclement weather situation.

### **Responsibilities:**

- Answering telephones including 9-1-1 emergency telephone calls, determining the nature of the caller's business and dispatching police and other units, or referring the call to the appropriate resources.
- Prioritizes and routes emergency calls to fire, police, and emergency medical services. This often results in a high volume of calls, many of which involve accidents, the position must quickly, calmly, and properly handle and document the incident.
- Gathers information from callers including location, nature, severity, and status of emergencies.
- Assists first responders by relaying information regarding calls for service.
- Documents and corrects location errors in CAD (Computer Assisted Dispatch).
- Notifies appropriate entities related to problems or complaints.
- Enters, maintains, updates and research information in the Local, State, and National Law Enforcement Telecommunications Systems.
- Monitors roadway activities by monitoring radio calls, reviewing video and camera information on current conditions and accidents; posting information for electronic roadway signage and NTTA website; contacting other resources, facilitating removal of vehicles, and monitoring agency facilities.
- Provides security surveillance and access control for employees and customers to NTTA property/facilities.
- Ensures notifications are made on major incidents.
- Assesses need for response and dispatches services accordingly.

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- Monitors several radios as required and ensures all are operational.
- Researches and responds to inquiries from other law enforcement agencies and departments.

### **Qualifications:**

#### *Minimum:*

- High School diploma (or GED)
- Up to one year of experience
- Proof of US Citizenship - Original certified copy of your birth certificate (no photocopy) or original certified copy of your Naturalization papers (no photocopy).
- Ability to obtain and maintain TCIC/NCIC and NLETS/TLETS certification and Security Awareness certifications.
- Must pass a job-related medical examination including a drug screen, psychological exam; have vision correctable to 20/40 and have normal color vision and normal hearing registered at 500-4000 Hertz set at 20db.
- Must demonstrate a state of physical and mental health consistent with the ability to perform assigned duties.
- Must pass a background check.
- Valid driver's license.
- Required to have passed a typing test which shows a typing proficiency of at least 35 wpm.

#### *Preferred:*

- N/A

**About NTTA:** NTTA is a political subdivision of Texas created to acquire, construct, maintain and operate toll roads in North Texas. As a customer-driven organization, NTTA delivers a safe and reliable toll system for millions of customers each year in one of the fastest growing regions in the United States. NTTA is a vibrant organization with a highly qualified, energized and engaged team focused on achieving Excellence and we are looking for talented individuals to join us.

**Our mission:** We are committed to providing a safe and reliable toll road system, increase value and mobility options for our customers, operate the Authority in a businesslike manner, protect our bondholders, and partner to meet our region's growing need for transportation infrastructure.