

## Public Safety Dispatcher

### **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. 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:**

- Answers emergency and non-emergency telephone lines and directs calls accordingly.
- 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.
- 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.
- Accesses and operates video and audio equipment.
- Ensures notifications are made on major incidents.
- Assesses need for response and dispatches services accordingly.
- Monitors several radios as required and ensures all are operational.
- Researches and responds to inquiries from other law enforcement agencies and departments.

### **Qualifications:**

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### *Minimum:*

- High School diploma (or GED)
- 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:*

- Call center or similar experience

**If interested, please contact the following individual:**

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