

Job Dispatcher III (Tele-Communicator) FLSA Status: Non-Exempt Department:

Emergency Management & Security Operations Classification: N/A Reports to:

Security Operations Supervisor Safety Sensitive: Yes

Supervises: No

Position summary: Under the general supervision of the Security Operations Supervisor, the Tele-Communicator performs duties including but not limited to receiving, prioritizing, and disseminating multiple 911 and administrative telephone lines and monitoring the Districts radio communication system. Operating and managing TLETS terminals, law enforcement CAD systems, asset tracking systems maintaining the Districts automated security and employee ID card systems. Responsible for receiving, processing and dispatching calls for service for various District departments, monitoring and reporting information, notifies appropriate responders of suspicious, dangerous or hostile environmental activity and prepares after action reports.

Qualifications required:

* High School Diploma or GED

* Valid Texas Driver License

* 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

* Trade school and/or one (1) year of experience monitoring public safety dispatch systems and/or electronic security systems

- * Must have or able to be certified in ICS-100, 200, 700, 800 upon hire
- * Basic TCOLE Tele-communicator License

Qualifications desired:

- * 1-year experience as a public safety dispatcher
- * San Jose Model Certified Trainer or equivalent
- * TCOLE Basic Instructor
- * Property and Evidence Management

Essential functions and responsibilities:

- * 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

Nonessential functions, skills and experience:

- * Maintain compliance with established process and procedures
- * Provide feedback on system effectiveness
- * Prepare reports as needed
- * Perform other duties as required

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 for long periods of time; use hand to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk and 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 field work that will expose the employee to weather conditions prevalent at the time.

Ab o ut Ta rra nt R egio na l W a ter D istrict's L a w E nfo rcem ent D iv isio n

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The Tarrant Regional Water District (TRWD) is a political subdivision of the State of Texas governed by a five- member publicly elected Board of Directors. The primary missions of the District are water supply, flood protection and recreation. The District supplies raw water to over two million people across an 11-county area of North Texas through the use of four major reservoirs. TRWD also provides vital flood protection to citizens by maintaining 27 miles of floodway levees throughout Fort Worth, and owns and operates numerous recreational assets including 72 miles of bike trails, 33 trailheads and two newly developed parks located at Eagle Mountain Lake.

The Law Enforcement Division provides first responder services on one major reservoir, as well as enforces State Law and District Ordances throughout the service area. LED also oversees security operations and emergency management efforts for the District, including asset protection, environmental protection and personnel security.

Officers are highly motivated individuals that receive advanced training in Emergency Water Craft Operation, Public Safety Diving / Under Water Investigations, Boat Accident Investigation, BWI Enforcement, Water Safety, Environmental Law, Personnel Protection and Active Shooter.

Officers are issued all uniforms, duty gear, pistol, shotgun, patrol rifle, body armor, bump helmet, body camera, cell phone, personal floatation devices and dive gear.

Officers utilize boats, personal watercraft, mountain bikes, ATV's, four wheel drive trucks, drones, night vision, thermal optics and a helicopter to patrol and investigate crime on District owned and or controlled properties.

Officers are required to take cases from patrol level though the criminal investigation stages to seek prosecution of crimes committed against the District across multiple jurisdictions. Officers serve as liaisons with local law enforcement to coordinate investigations and emergency responses.

