



City of University Park  
**911/311 Communications Specialist**

<b>SALARY</b>	\$25.80 - \$37.88 Hourly \$2,064.00 - \$3,030.40 Biweekly \$4,472.00 - \$6,565.87 Monthly \$53,664.00 - \$78,790.40 Annually	<b>LOCATION</b>	University Park, TX
<b>JOB TYPE</b>	Full-Time Regular Employee	<b>JOB NUMBER</b>	UP00254
<b>DEPARTMENT</b>	Police	<b>OPENING DATE</b>	09/20/2023

---

## Summary

The purpose of this position is to perform a variety of duties related to receiving and dispatching routine and emergency calls (non-fire or police). 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 311 service line and provides accurate information and / or process requests for service.
- 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.
- Calls other individuals and agencies in order to request information and confirms warrants to other departments.
- Enters stolen items into the NCIC computer.
- Monitors outside alarms, 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.
- Give pre-arrival medical and CPR instructions over the telephone.

## Qualifications

- High school diploma or equivalent
- Three (3) years of experience working as a dispatcher preferred
- TCOLE Telecommunications Officer Certification is 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
- Emergency Medical Dispatch (EMD) Certification is preferred

## 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.

---

### Agency

City of University Park

### Address

3800 University Blvd.

Dallas, Texas, 75205

### Phone

2149875373

### Website

<http://www.uptexas.org>