



TELECOMMUNICATIONS DISPATCHER (911)

The City of Katy is accepting applications and resumes for the position of Telecommunications Dispatcher (911).

SUMMARY: Receives and dispatches emergency and non-emergency police, fire, and ambulance personnel. Maintains records of calls and performs data entry tasks. Shift-work required (6:00 AM – 6:00 PM and/or 6:00 PM – 6:00 AM). **Must be willing and able to work any shift.**

ESSENTIAL DUTIES:

- Answers and prioritizes all incoming emergency and non-emergency calls; gathers call information; transfers calls to appropriate department; dispatches appropriate emergency service and generates calls for service in CAD system
- Assists officers performing traffic stops by running driver's license and license plate information; checks for warrants
- Logs all incoming phone calls and radio traffic; enters all information for vehicles towed due to accidents and arrests into the computer system
- Acts as point of contact for the general public; answers general questions
- Enters, clears, and cancels all warrants submitted by the court; checks pawn titles
- Inputs all stolen property, articles, vehicles, and missing persons into database; clears accordingly
- Records all security watches; enters inmate booking into system; accepts bonds

EDUCATION, TRAINING AND EXPERIENCE GUIDELINES:

High school diploma or equivalent; AND some previous work experience preferred; OR an equivalent combination of education, training, and experience.

REQUIREMENTS: Applicants must be a minimum 21 years of age, a U.S. citizen, valid State of Texas Driver License and good driving record, must have never been convicted of a Class B misdemeanor in the last ten years or ever been convicted of a Class A misdemeanor.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Basic Telecommunicator license, preferred
- Emergency Medical Dispatch (EMD) Certification, within 6 months of employment

KNOWLEDGE AND SKILLS:

- Local geography, street names, and City boundaries.
- General office procedures and practices.
- Maintaining composure in emergency situations.
- Recording and organizing data.
- Establishing and maintaining effective working relationships.
- Listening and communicating clearly, both verbally and in writing.
- Prioritize and complete multiple tasks simultaneously



SALARY: \$17.39 - \$21.73

Apply online at: <https://cityofkaty.applicantpro.com/jobs/>

The City of Katy is committed to compliance with the Americans with Disability Amendments Act and is an Equal Opportunity Employer.