



## CAREER OPPORTUNITY

# DISPATCH

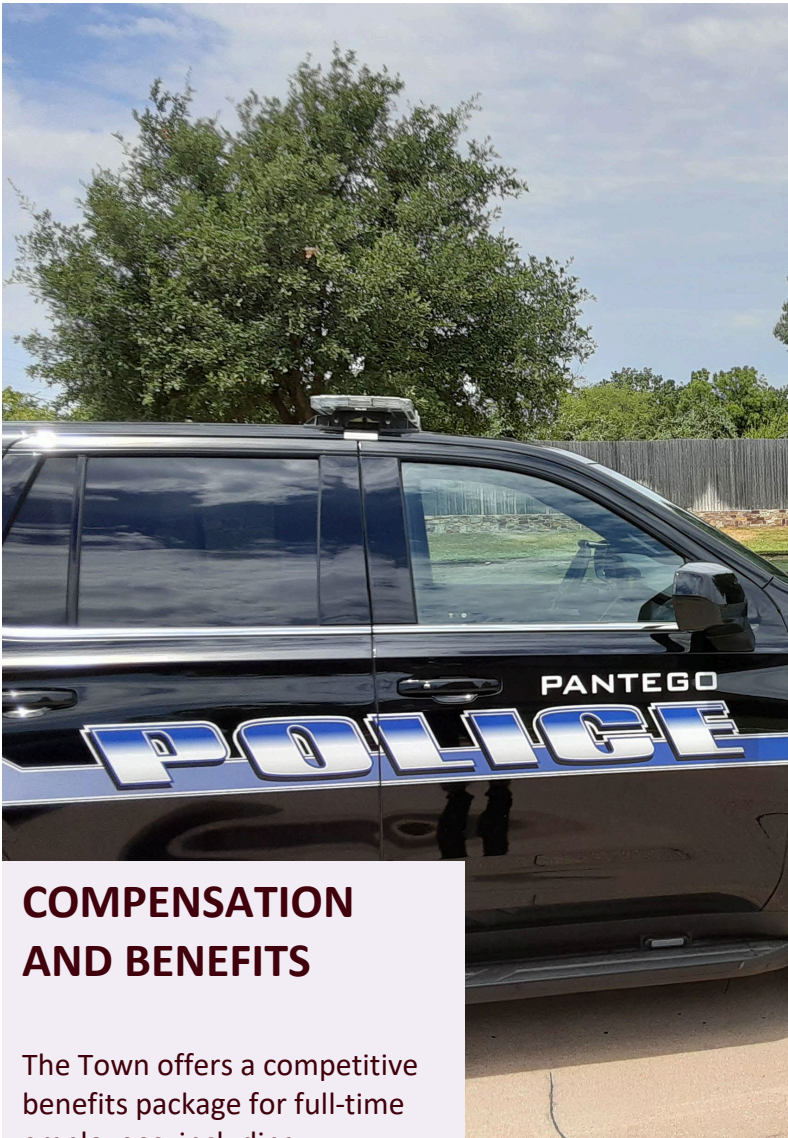
*Pantego occupies about one square mile in the heart of the Dallas-Fort Worth Metroplex – the nation's fourth largest metro area. The Town is two miles north of I-20 and bounded on three sides by Arlington.*

*Though our daytime business population is more than 200,000, the residential population is just 2,650.*

*Pantego residents appreciate the slower pace of life our small town provides and staff, under the direction of the Mayor and Council, strive to preserve that feeling.*

*Still, Town Hall is within ten miles of AT&T Stadium (home of the Dallas Cowboys), Globe Life Field (home of the Texas Rangers), Texas Live!, and Six Flags; or thirty minutes from Fort Worth's historic Stockyards, downtown Dallas, or the DFW International Airport.*

**"SMALL TOWN CHARM...  
BIG CITY OPPORTUNITIES"**



## COMPENSATION AND BENEFITS

The Town offers a competitive benefits package for full-time employees, including:

- Fully covered medical, dental, and vision insurance for employees with the option to add a spouse and/or dependents at a cost.
- paid vacation
- sick leave with sick leave buyback (once a year just before the holidays for qualifying employees)
- \$5 per month longevity after 1 year
- Up to 40-hour comp time paid back every year in September.
- 14 paid holidays
- Participation in Texas Municipal Retirement System (TMRS), with a 2:1 match on a mandatory 7% employee contribution and vesting after five years.

## THE DEPARTMENT

Pantego Police Department (PPD) is responsible for the protection of life and property via a comprehensive range of law enforcement services and crime prevention programs. Our department is accredited through the Texas Police Chiefs Association's Best Practices Recognition Program. Crime prevention and the well-being of residents are our top priorities. We are dedicated to creating a high quality of life for all citizens, business owners, and visitors and strive for service delivery that meets or exceeds the criteria of our core values and mission statement – to effectively and efficiently fulfill the public safety expectation of the citizens of the Town. Divisions include patrol, motor units, criminal investigations, and communications.

## **SALARY RANGE**

Starting at \$45-\$55,000  
(DOQ)

## **APPLY TODAY**

Qualified individuals are invited to apply at:  
[townofpantego.com/jobs](http://townofpantego.com/jobs)

Send applications to:  
Christie Barris  
Human Resources  
[hr@townofpantego.com](mailto:hr@townofpantego.com)

## **PANTEGO POLICE DEPARTMENT**

2600 Miller Lane  
Pantego, TX 76013  
817-617-3741



## **THIS ROLE**

Dispatch to receive incoming telephone calls, make logical order of emergency communications and order police or fire resources to solve those situations. Dispatch is also the information center for the police department and provides after-hours city services.

The dispatcher must have the ability to communicate effectively both orally and in writing; ability to work with general public; ability to use radio and electronic data communication; ability to handle several tasks at one time, possibly under a stressful situation; ability to type at a speed of at least 45 word per minute with a high degree of accuracy; knowledge and experience with Microsoft Windows highly preferred; and ability to operate a computer and complete 9-1-1 emergency system. This position involves rotating shift work, including nights, weekends, and holidays

## **HOURS:**

12-hour shifts

## **REPORTS TO:**

Communications Supervisor

## **MINIMUM REQUIREMENTS**

- Equivalent to a High School Diploma or G.E.D. required.
- Experience in an emergency CAD operated dispatch center preferred, but not required.
- Ability to communicate effectively in English both orally and in writing and by telephone.
- Ability to work with general public.
- Ability to use radio and electronic data communication.
- Ability to handle several tasks at one time, possibly under a stressful situation.
- Ability to type at a speed of at least 45 words per minute with a high degree of accuracy.
- Knowledge and experience with Microsoft Windows highly preferred.
- Ability to operate a computer and the complete 9-1-1 emergency system.

## **ESSENTIAL FUNCTIONS**

- Receives and dispatches incoming calls for assistance from the public, police, EMS, fire, animal control and utilities, records response time for these calls.
- Quickly analyzes complex information in emergency or dangerous situations and makes decisions of a life-or-death nature.
- Responds to calls for service in a timely and effective manner; communicates with irate, hysterical, aggressive and/or abusive individuals while maintaining composure and attempting to verbally calm them.
- Communicates regularly with police officers, District Attorney's Offices, Court officials, and other law enforcement agencies; assists other law enforcement agencies and individuals.
- Answers the telephone and provides general information to the public as required.

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- Operates required specialized equipment, including monitoring radio and computer traffic; performs proper maintenance of dispatch equipment.
- Provides clerical support including typing, filing, compiling statistics, as well as maintaining records, reports, and logs; prepares reports and other essential documents.
- Maintains work area neatly, safely, and in an organized fashion; organizes time and materials and uses organization skills and judgment to handle a variety of duties at once; determines duties of the most pressing nature and sets priorities.
- Handles money in petty cash, warrant payments, and other monies as needed.
- Maybe required to carry, hold, lift, push and pull a minimum of 35 pounds of computer paper and retrieve records and/or supplies from storage room.
- Must be available to work any shift, holidays and/or weekends days/nights as required.

### **KNOWLEDGE:**

- Policies, procedures and methods used in the operation of the dispatch center, its equipment, and resources.
- Operation of computer aided dispatch systems, video display terminals, radio dispatching consoles, and associated equipment.
- Various radio systems, their configurations, equipment, and locations.
- Emergency telephone answering and public safety dispatching policies and procedures.
- Primary roads, streets, highways, areas, major buildings, industrial and public facilities within the Town's boundaries.
- Basic office procedures, methods, and computer applications.
- English usage, spelling, grammar, and punctuation.
- Standard public safety radio procedures.
- Knowledge of FCC rules and regulations, departmental policies as well as the regulations for the OpenFox system.
- Pertinent Federal, State, and local laws, codes, and regulations.
- The common rules of safety in the workplace.