



CAREER OPPORTUNITY PART-TIME DISPATCHER

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.

REQUIRED MINIMUM QUALIFICATIONS

- High School Diploma, G.E.D., or equivalent
- Experience in an emergency CAD operated dispatch center preferred but not required

APPLY TODAY

Qualified individuals are invited to submit an application (townofpantego.com/jobs) to:

Sandra Y. Overstreet
Director of Human Resources
soverstreet@townofpantego.com
1614 S Bowen Road
Pantego, TX 76013

Resumes will not be accepted in lieu of an application. Applications will not be processed unless completed in full. The Town of Pantego is an equal opportunity employer. The Texas Public Information Act (PIA) may require disclosure of applicant information at any stage of the process.

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, traffic enforcement, criminal investigations, and communications (dispatch).

THIS ROLE

Dispatchers receive incoming calls for emergency services, logically prioritize (triage) emergency communications, and order police and/or fire response. Dispatch is the information center of PPD and provides after-hours Town services. Dispatchers must have the ability to communicate effectively both verbally and in writing; to work with general public; to use radio and electronic data communication; to handle several tasks at one time, possibly under a stressful situation; to type at a speed of at least 45 words per minute with a high degree of accuracy; and to operate a Windows computer and complete 9-1-1 emergency system. Knowledge and experience with Microsoft (Office) 365 is highly preferred. This position involves rotating shift work including nights, weekends, and holidays.

SALARY RANGE

\$18 to \$25 /hour (DOQ)

TOWN OF PANTEGO

DISPATCH PART-TIME

JOB SUMMARY

Under general supervision of the Communications Supervisor. Responsible for answering multiple incoming phone lines, dispatching calls, including operating the 9-1-1 system and use of radio during assigned shift and provide general information to the public. This is a part-time position that may lead to a full-time position. Reoccurring shift available.

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

DUTIES & RESPONSIBILITIES

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; and 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.
- 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.
- Responds to remote areas to perform specialized duties as required.
- May be required to carry, hold, lift, push and pull a minimum of 35 pounds of computer papers and retrieve records and/or supplies from storage room.

KNOWLEDGE, SKILL AND ABILITIES

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.

SKILLS:

- Typing, filing, and telephone procedures.
- Operation of radio and computer.

ABILITY TO:

- Move into remote areas and/or crime scenes for specialized duties as well as assist in traffic control duties during various civic functions.
- Communicate effectively in English both orally and in writing and by telephone.
- Sit for extended periods of time.
- Read documents and computer screens.
- Work well under pressure.
- Display good decision-making abilities.
- Operate specialized computer systems and equipment, including radio, alarm, and computer traffic equipment.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate effectively and courteously with the public, vendors, and other city employees in writing, in person and on telephone.
- Accept training and supervision in a willing and pleasant manner.
- Maintain effective audio-visual discrimination and perception needed for:
 - Making observations
 - Communicating with others
 - Reading and writing
 - Monitoring assigned activities and operations
 - Operating assigned equipment.
- Maintain mental capacity which permits:
 - Making sound decisions and using good judgment
 - Prioritizing work activities

- Demonstrating intellectual capabilities.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:
 - Walking, standing, or sitting for extended periods of time
 - Lifting or carrying light to moderate objects
 - Operating assigned equipment.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- **Experience:**
 - Experience in an emergency CAD operated dispatch center preferred.
- **Training:**
 - Equivalent to a High School diploma or G.E.D. required.

LICENSE OR CERTIFICATE:

- Possession of, or ability to obtain, an appropriate, valid Texas driver's license.
- Telecommunications Operator Certification from the TCOLE required.

WORKING CONDITIONS:

- **Environmental Conditions:**
 - Office environment; exposure to computer screens. The work environment is a 24-hour operation; the part-time position allows for reoccurring shifts.
- **Physical Conditions:**
 - Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods.