The Pantego Police Department is currently accepting applications for part-time position as a Dispatcher that may lead to a full-time position. Pantego is situated in the heart of the Dallas-Fort Worth area of North Texas and is bounded by the City of Arlington on three sides. Pantego is located approximately two miles north of Interstate-20 and approximately three miles from the new Cowboy Stadium.

The mission of the Pantego Police Department is to effectively and efficiently fulfill the public safety expectation of the citizens of the Town of Pantego.

Minimum Qualifications:
Equivalent to a High School Diploma or G.E.D. required. Telecommunications Operator Certification from TCOLE required. Valid Texas Driver’s License required.

Position Summary:
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 words 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.

Application Process:
Qualified individuals should submit a complete and signed application by U.S. Mail, or electronic format to:
Sandra Y. Overstreet
Human Resources
1614 S. Bowen Road
Pantego, Texas 76013
soverstreet@townofpantego.com

Applications may be downloaded from the Town's website at:
http://www.townofpantego.com

Resumes will not be accepted in lieu of an application. Incomplete applications will not be processed until completed in full.

The Town of Pantego is an equal opportunity employer. The Texas Public Information Act may require disclosure of applicant information at any stage of the process.
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 with 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 OMNIXX 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 shift.

- Physical Conditions:
  - Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods

APPLICATION PROCESS:
Qualified applicants are encouraged to apply on the Town’s website: www.townofpantego.com
Submit a complete and signed Town of Pantego employment application to 1614 S. Bowen Rd, Pantego, TX 76013. Or email to Sandra Overstreet, Human Resources, soverstreet@townofpantego.com

Applications will be considered as they are received. Resumes will not be accepted in lieu of an application. Incomplete applications will not be processed until completed in full. Applications may be downloaded at https://www.townofpantego.com/jobs