



JOB ANNOUNCEMENT

JOB #002-18

The City of Hereford will accept applications for the following position:

PUBLIC SAFETY DISPATCHER

Salary: Range 13 (\$2,872.00 – 3,491.00 per month)

An employee in this classification will be responsible for receiving and dispatching emergency and non-emergency calls to appropriate Police Department personnel; operating E-9-1-1 System; and performing other duties as may be required and which are listed on the attached Job Description.

Employee will report to the *Police Dispatch Supervisor*

The applicants chosen for this position will be required to submit to a pre-employment drug test.

This job is open to *anyone*

Applications will be accepted *until job is filled*.

The City of Hereford is an Equal Opportunity Employer.

All employees of the City of Hereford are employees at will and as such have no property interest in employment or any expectations of continued employment, promotion or any personnel benefits including but not limited to sick leave, vacation leave, compensating time off and disability, life and group health insurance.

POLICE DISPATCHER

DESCRIPTION OF WORK

Job Summary: Receives and dispatches emergency and non-emergency calls to appropriate Police Department personnel; operates E-9-1-1 System; and performs other duties as may be required.

Supervision Received: Work is performed under the immediate direction of the Police Dispatcher Supervisor.

Supervision Exercised: None.

EXAMPLES OF ESSENTIAL DUTIES

Receives emergency and non-emergency calls and in-person requests for information and assistance; directs requests to the proper source, including dispatching of police units; operates enhanced E-9-1-1 System.

Maintains ongoing status of police personnel and units.

Conducts computer searches through local, State, Texas Law Enforcement Teletype System and national files for possible wanted persons or stolen property and provides information to the requesting officer.

Maintains manual and automated recordkeeping systems.

Operates computers, telephones, radios, camera monitoring equipment, telephone recording equipment and related communications equipment.

MINIMUM QUALIFICATIONS

Knowledge: Knowledge of dispatch methods, practices and procedures used by a Police Department; knowledge of City limit boundaries, street names and their locations; knowledge of data entry procedures; knowledge of cash receipt procedures; knowledge of modern office practices and procedures.

Skills: Skill in entering data into and operating computer, telephone, two-way radio, camera monitoring equipment, telephone recording equipment and other communications equipment; skill to type a minimum of 45 WPM; skill in the use of radio dispatching equipment.

Abilities: Ability to organize and record data; ability to follow oral and written directions; ability to collect cash and balance cash receipts; ability to concurrently operate multiple types of communications equipment; ability to respond to and apply established procedures in emergency situations; ability to establish and maintain effective working relationships with co-workers, supervisors and the general public; ability to communicate effectively both verbally and in writing.

Education: High school diploma or GED.

Experience: A minimum of six months of experience as a receptionist or other customer service position.

Any work related experience resulting in acceptable proficiency levels in the above required knowledge, skills and abilities is an acceptable substitute for the above specified education and experience requirements.

Licenses and Certificates: Completion of required training and receipt of Dispatcher Certification within one year of employment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or which the employee will encounter. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is subject to prolonged periods of sitting and is frequently required to stand, walk, reach and bend over. The employee must have adequate manual dexterity to operate computer, radio, telephone, typewriter and other office and communications equipment. The employee must have normal vision and hearing. The employee must occasionally lift and/or move up to 25 pounds. The

employee will work in a normal office environment which is generally quiet. The employee often works under stressful conditions and is required to remain calm and composed while obtaining information.