911 Dispatcher Opening

Liberty County Sheriff's Office is now accepting applications for the position of 911 Dispatcher.

Job Title: Full-Time 911 Dispatcher and Part-Time 911 Dispatcher

Salary: Full-time Dispatcher: $44,915.85 annually Part-time Dispatcher: $21.59 per hour

Summary

Under direct supervision of the Communications Supervisor(s), responds to emergency and non-emergency calls and dispatches needed services. Directs call to appropriate law enforcement, fire department, and EMS calls. Data entry and Inquires into the National Law Enforcement computer systems.

Responsibilities:

- Receive and evaluate 911 calls and non-emergency calls from the public requesting law enforcement, fire, and/or medical emergency assistance.
- Input and transmit call information using a computer terminal keyboard.
- Refer callers to appropriate agencies.
- Verify and/or input data as requested by deputies in the field.
- Operate two-way radios to dispatch units to calls throughout the county and receive/communicate information.
- Utilize multiple computer monitors and software from which you will update and monitor call status, transmit and receive data.
- Notify different agencies of services requested by personnel in the field.
- Enters, maintains, updates and researches information in TCIC/NCIC (Texas Criminal Information Center and National Criminal Information Center) and TLETS/NLETS (Texas Law Enforcement Telecommunications System/National Law Enforcement Telecommunication System) databases.
- Ensures telephone and computer dispatch equipment is operational.
- Researches and responds to inquiries from other law enforcement agencies and departments.
- Assists with training and cross-training other employees.
- Performs duties required for accreditation process.
- All other duties assigned by Communications Supervisor.

Job Requirements

Required Knowledge and Skills:

- Knowledge of computers and related equipment, hardware and software for researching, retrieving, and maintaining a variety of informational and tracking databases.
- Ability to work under stress and use sound judgment in emergencies.
- Ability to be assertive and calm in soliciting information from distressed callers.
- Proficient typing skills (minimum 40 words per minute).

- Ability to type at a speed necessary for successful job performance.
- Ability to quickly assimilate information and implement an appropriate course of action.
- Ability to verbally communicate clearly and concisely in English to ensure on-the-job safety.
- Skill in effective oral and written communications.
- Skill in responding effectively and appropriately to emergency calls for assistance.
- Skill in accessing and maintaining multiple police databases simultaneously.
- Skill in resolving customer complaints and concerns.

Equipment and Tools Utilized:

Equipment utilized includes computers, copier, calculator, fax machine, other standard office equipment, law enforcement, fire, and EMS radio, dispatch console, multiple law enforcement center databases and TDD.

Environmental Factors and Conditions / Physical Requirements:

- Work is performed in a law enforcement communications section environment.
- May be subject to frequent repetitive motion such as typing, data entry and extended vision of monitors.
- May be subject to occasional bending, reaching, kneeling and lifting retrieving and replacing files and records.
- May be exposed to extended periods of sitting, viewing monitors and/or talking on the telephone or radio.
- May be exposed to irate and hostile individuals, emergency situations, and a high stress environment.
- Must be able to lift 25 pounds.

Required Knowledge, Skills, and Abilities:

- High School Diploma or GED
- Must be able to work days and/or nights
- Must be able to work holidays, weekends, and overtime including days off
- Must be able to multitask and work under high stress levels for 8–12 hours

Application may be obtained from the Liberty County Sheriff's Office, Treasurer's Office, Cleveland Annex or may be downloaded from: www.libertytxsheriff.com or www.co.liberty.tx.us