



CAREER OPPORTUNITY Public Safety Dispatcher



The City of Wylie is accepting applications for Dispatcher. If you meet the qualifications for this position and would like to be considered for employment, please submit your application to the Human Resources Department.

The City of Wylie (pop, 44,000) is seeking a Dispatcher. Located 24 miles outside of Dallas, Texas between the cities of Plano and Rockwall, we strive to be an employer of choice with outstanding benefits and a professional working environment.

JOB TITLE: Public Safety Dispatcher/911 Calltaker
START RATE: \$18.21 per hour
AVAILABILITY: Open Until Filled

GENERAL JOB DUTIES INCLUDE:

Receives requests for police, fire and emergency medical services; dispatches public safety units; operates various telecommunications equipment; prepares reports; maintains files. This employee must be available to work any shift, holidays and weekends as needed for scheduling purposes. Wylie Public Safety Communications utilizes Computer Aided Dispatch (CAD) for call processing and dispatching, and the Priority Dispatch Medical Priority Dispatch System (MPDS) Emergency Medical Dispatch (EMD) protocols to process EMS calls for service.

Essential job functions include, but are not limited to, the following:

Call-taking: Answering and processing E911 and non-emergency calls for service via Computer Aided Dispatch system. Providing medical pre-arrival instructions utilizing the Medical Priority Dispatch System (MPDS) standards, utilizing maps and emergency resource materials; recording information for Police/Fire/EMS personnel, and learning practices and procedures used by all departments.

Dispatching: Maintaining accurate status of Police/Fire/EMS personnel and apparatus via Computer Aided Dispatching system. Will conduct computer searches through local, state, and national crime databases for wanted subjects, stolen property, driver information etc.; Will make confirmations on wanted subjects and arrest warrants and relay said information to requesting officers; send teletypes via Texas and National Law Enforcement Telecommunications System; enter, clear, and validate computer entries with Texas Dept. of Public Safety and others; initiate and test emergency civil defense sirens, monitor direct incoming alarm panels, weather monitors, security and jail cameras, city wide radio and other mutual aid city radio channels.

Requirements include, but are not limited to:

- One year experience required in a police, fire, EMS, military or other similar environment using a Computer Aided Dispatch system.
- One year experience in a position with high public contact requiring decision making and problem solving.
- Knowledge of the practices and procedures used by police and fire departments.
- TCLEOSE Basic Telecommunicator, NCIC 40 Hour, and National Incident Management System (NIMS) Incident Command System (ICS) 100, 200, 700, 800 certifications, and National Academy of Emergency Dispatch (NAED) EMD certification within 30 days of hire date.
- Ability to successfully complete and maintain intensive classroom and on the job training
- Knowledge of telephone skills as related to multiple incoming emergency and non-emergency lines
- Difference between civil and criminal law, practices and procedures used by police and fire departments.
- Skill to communicate effectively, both orally and in writing, skills to communicate via radio system
- Working knowledge of Windows XP operating system.

Intensive background investigation, polygraph examination, psychological examination, pre-employment physical and drug test are required as a condition of employment. Position is full time, plus overtime, nights, weekends and holidays.

Benefits include: City provided uniforms; fully paid employee insurance; 50/50 match on dependent insurance; nine paid holidays a year; exceptional retirement plan; and a fun, progressive organization!

TO APPLY: Visit our website at www.wylietexas.gov to print an application. Mail or hand deliver your application, resume and cover letter to: Human Resources, City of Wylie, 300 Country Club Road, Wylie TX 75098. Email applications to: jobs@wylietexas.gov If you have questions or would like additional information, please call 972-516-6040.