The City of Katy is accepting applications and resumes for the position of Telecommunications Dispatcher (911).

SUMMARY: Receives and dispatches emergency and non-emergency police, fire, and ambulance personnel. Maintains records of calls and performs data entry tasks. Shift-work required (6:00 AM – 6:00 PM and/or 6:00 PM – 6:00 AM). Must be willing and able to work any shift.

ESSENTIAL DUTIES:
• Answers and prioritizes all incoming emergency and non-emergency calls; gathers call information; transfers calls to appropriate department; dispatches appropriate emergency service and generates calls for service in CAD system
• Assists officers performing traffic stops by running driver’s license and license plate information; checks for warrants
• Logs all incoming phone calls and radio traffic; enters all information for vehicles towed due to accidents and arrests into the computer system
• Acts as point of contact for the general public; answers general questions
• Enters, clears, and cancels all warrants submitted by the court; checks pawn titles
• Inputs all stolen property, articles, vehicles, and missing persons into database; clears accordingly
• Records all security watches; enters inmate booking into system; accepts bonds

EDUCATION, TRAINING AND EXPERIENCE GUIDELINES:
High school diploma or equivalent; AND some previous work experience preferred; OR an equivalent combination of education, training, and experience.

REQUIREMENTS: Applicants must be a minimum 21 years of age, a U.S. citizen, valid State of Texas Driver License and good driving record, must have never been convicted of a Class B misdemeanor in the last ten years or ever been convicted of a Class A misdemeanor.

LICENSE AND CERTIFICATION REQUIREMENTS:
• Basic Telecommunicator license, preferred
• Emergency Medical Dispatch (EMD) Certification, within 6 months of employment

KNOWLEDGE AND SKILLS:
• Local geography, street names, and City boundaries.
• General office procedures and practices.
• Maintaining composure in emergency situations.
• Recording and organizing data.
• Establishing and maintaining effective working relationships.
• Listening and communicating clearly, both verbally and in writing.
• Prioritize and complete multiple tasks simultaneously

SALARY: $17.38 - $21.73

Apply online at: https://cityofkaty.applicantpro.com/jobs/

The City of Katy is committed to compliance with the Americans with Disability Amendments Act and is an Equal Opportunity Employer.

9/30/19