



HARRIS AND FORT BEND COUNTY ESD NO. 100
WESTCOM EMERGENCY COMMUNICATIONS CENTER
16005 BELLAIRE BLVD. HOUSTON, TEXAS

RYAN MCKNIGHT - DIRECTOR

**HARRIS AND FORT BEND COUNTY ESD NO. 100
WESTCOM EMERGENCY COMMUNICATIONS CENTER**

Title: Emergency Services Dispatcher – Part Time
Reports To: Emergency Services Dispatch Supervisor
Division: Emergency Dispatch
Position: Part Time, Non-Exempt (Hourly), pay rate \$25/hour
Benefits: Texas County & District Retirement System (TCDRS)

GENERAL STATEMENT OF DUTIES:

This is a specialized position performing multi-channel emergency radio and communications work for Harris and Fort Bend County ESD #100 – WestCom Emergency Communications Center (a secondary Public Safety Answering Point for fire and emergency services). The Dispatcher is responsible for receiving and prioritizing emergency and non-emergency telephone calls from the public and primary Public Safety Answering Points. Work involves evaluating incoming calls to determine appropriate level of Fire/EMS assistance required, dispatching units, and transmitting information and messages upon request according to established procedures. This position monitors public safety units in the field, retrieves and enters computer data, operates TDD/TTY and other related communications equipment. Work is performed under general supervision by the Dispatch Shift Supervisor and the Operations Manager.

SUPERVISION RECEIVED:

Works under the general supervision of the Emergency Services Dispatch Supervisor.

SUPERVISION EXERCISED:

This position has no supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Interacts with callers requesting emergency/non-emergency response or service from the community or public safety agencies. Uses established protocols and the computer-aided dispatch system to evaluate the situation and take the appropriate actions. Retrieves information from callers and transmits information to fire/emergency service personnel.
- Follows prescribed protocols to provide emergency medical instruction to callers during high-risk situations until appropriate field units arrive on scene.
- Monitors and maintains the location and status of fire, emergency medical and other agency units in the field.
- Operates various automated and/or communications equipment including computer-assisted dispatch terminal; enters and retrieves data. Monitors and operates TDD/TTY to communicate with hearing-impaired callers.



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- Participates in the administration of the Communications Center through the development, implementation and review of procedures, policies, and training programs. May assist in training new dispatch personnel.
- Maintains a positive customer service attitude at all times with the public, user agency members, co-workers, and supervisors.
- Contributes to the mission, vision, and values of the Communication Center.
- Performs general office support assignments. Prepares various forms of documentation including reports and logs.
- Inspects equipment at beginning of each shift to ensure proper operation, reports malfunctions or problems.
- May be required to be on-call, remain on duty after shift-end and respond to emergency situations at any time.
- Performs other related assignments, as needed, or directed.

MINIMUM QUALIFICATIONS: EDUCATION, EXPERIENCE, LICENSES & CERTIFICATIONS

- Must be at least 21 years of age with a high school diploma or GED. Post-high school education at a technical or college level is helpful.
- Preferred, at least two (2) years of Public Safety dispatching or 911 call center experience. Other public safety experience (fire suppression/emergency medical) may be considered.
- Required to hold and maintain the following certifications currently: Priority Emergency Medical Dispatch (EMD), Priority Emergency Fire Dispatch (EFD). The following are preferred certifications: APCO Telecommunicator 1 and Fire Service Communications, ICS 100/200/300, NIMS 700/800, and CPR.
- Must be currently CPR certified.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of the principles, practices, and techniques of emergency dispatch.
- Thorough knowledge of computer-aided dispatch systems with technical knowledge of two-way radio systems.
- Working knowledge of FCC rules and regulations governing radio usage.
- Strong communication skills with the ability to express ideas clearly and concisely in written and verbal formats.
- Demonstrated interpersonal skills to establish and maintain effective working relationships with co-workers, citizens, community contacts, elected officials, members of other governmental agencies, the public and command staff members of other departments.



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- Ability to exercise judgment under pressure.
- Ability to deal with sensitive information in a discreet and professional manner while maintaining confidentiality.
- Ability to multi-task efficiently in a fast-paced, stressful environment.
- Ability to operate radio, telephone and computer systems under routine, emergency, and high stress conditions, in a confined work area for long periods of time.
- Ability to operate standard office machines (photocopier, calculator, etc.).
- Primary language for communication is English, but the ability to speak one or more other languages is helpful (particularly Spanish).
- Ability to work 24-hour shifts, overtime and holidays as needed in a 24-hour-a-day, 7-day-a-week operation. Personal telephone is required (land line or mobile) as Dispatchers may be required to return to the Communications Center for additional shifts.

PHYSICAL DEMANDS:

- Must have adequate hearing, manual dexterity, and mental disposition in order to remain alert and perform all essential job functions.
- Ability to perceive the full range of the color spectrum, such as working with electronically produced letters, numbers and/or images on a computer monitor.
- Ability to wear a headset for long periods of time. Ability to type a minimum of 40 wpm.
- Medium work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Must successfully complete the Emergency Communication's dispatch training program within allotted timeframe and be willing to continue educational opportunities within the 911 industry; must be willing and able to attend off-site training programs.

WORK ENVIRONMENT AND GENERAL INFORMATION:

- Work is often performed in emergency and stressful situations.
- The noise level in the work environment is usually moderate, except during certain firefighting or EMT activities when noise levels may be loud.
- The duties listed are intended only as illustrations of the various types of work that may be performed and are in no way construed or perceived to be exhaustive.
- The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.



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Please visit <https://www.esd100.org/dispatch/> to apply for the Emergency Services Dispatcher Part-Time position.