

# **CITY OF SANTA FE**

## **EMPLOYMENT OPPORTUNITY**

**JOB TITLE:** Dispatcher  
**REPORTS TO:** Telecommunications Supervisor  
**WAGE:** \$13.67/hr. + certification pay  
**APPLICATION DEADLINE:** September 29, 2016, or until filled

**JOB SUMMARY:** Under supervision, receives requests for police, fire, and emergency medical services; dispatches public safety units; operates various telecommunications equipment; prepares reports and maintains files; must be available to work any shift, holiday, and weekends as needed for scheduling purposes; and performs other assigned duties as required.

**ESSENTIAL JOB FUNCTIONS:**

Assists with and records requests for police, fire, and emergency medical services from the public and departmental personnel through telephone, radios, and in person, responding promptly; operates emergency dispatch equipment through the use of public safety radio system, telephone, and computer equipment and dispatches emergency vehicles and officers to the scene; simultaneously listens and comprehends both telephone and radio traffic; simultaneously inputs, retrieves, and maintains information, reading from both computer screens and printouts; verifies driver's licenses and warrants through the TCIC/NCIC network; greets citizens and provides information regarding the department and directs them to the appropriate employee; communicates effectively, courteously, clearly, and distinctly in English, verbally and in writing; prepares correspondence, reports, and other written materials; takes complaints and requests for services for the police department; works in a confined area and remains seated for long periods of time; concentrates on assigned tasks through many distractions; attends and testifies in all criminal and civil courts when summoned; attends training schools and seminars and other city related events which may require travel, occasionally overnight; assists in training of new employees; ability to move about the office and building; must be able to work rotating shift schedule; and encounters emergency situations requiring ability to perform under stress.

**OTHER JOB FUNCTIONS:**

Carries, drags, lifts, pulls, and pushes supplies, computer paper, cartons of computer ribbon, etc. weighing up to 30 pounds, occasionally up one flight of stairs; loads printer, copier, fax machine, etc. with paper; replaces typewriter and computer ribbons; stoops, squats, kneels, climbs and stretches to reach areas of the work site for retrieval of supplies and records, routine cleaning, and inspection; some exposure to dust, odor, electrical, and mechanical hazards, using proper safety precautions; and assists with prisoners, when necessary.

**REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND LICENSES:**

High school graduate or equivalent; TLETS II certification preferred or ability to acquire TLETS II certification within twelve months of employment; and ability to obtain appointment as notary public.

**EXPERIENCE, TRAINING, KNOWLEDGE, AND SKILLS:**

Ability to understand manuals in order to record work activities, keep records and work with computers; skilled in the operation and maintenance of a number of office machines and equipment such as computers, typewriters, copiers, telephones and facsimile machines; skilled in filing, typing, and word processing; skill and experience preferred in the operation of computerized systems in order to enter and retrieve police-related information; knowledge of the English language, including proper usage, grammar, spelling, and punctuation; ability to perform a variety of tasks, often changing quickly from one task to another without loss of efficiency and composure; competently performs under stress when confronted with emergency and critical situations; ability to exhibit confidentiality; and ability to work without constant supervision. Previous dispatch experience preferred. Spanish an asset.

**BENEFITS:** The City offers competitive benefits, including vacation, sick leave, retirement plan, and medical insurance. The City does not participate in the social security program.

**HOW TO APPLY:** Obtain employment application at [www.ci.santa-fe.tx.us](http://www.ci.santa-fe.tx.us). Complete and submit application to the City of Santa Fe Personnel Office, 12002 Hwy. 6, P. O. Box 950, Santa Fe, TX 77510-0950.