



WILLACY COUNTY SHERIFF'S OFFICE

1371 INDUSTRIAL DRIVE, RAYMONDVILLE, TEXAS 78580
(956)689-5576

Jose A. Salazar
Sheriff

JOB DESCRIPTION

JOB TITLE: Dispatcher (Open Until Filled)

SALARY: \$12.67 per hour – Non Exempt
Shift work is required – 12 hour shifts

QUALIFICATIONS: Applicants must possess a high school diploma or GED equivalent, a valid Texas driver's license, a clear criminal history and, if applicable, an honorable discharge from the military. Must possess a Telecommunications Officer Certificate as determined by the Texas Commission on Law Enforcement (TCOLE) or be able to obtain a certificate within the first year of employment.

ESSENTIAL FUNCTIONS/DUTIES (to include, but not limited to)

- Answers all emergency and non-emergency telephone lines, obtaining information to process all calls for service and relays the information to the appropriate agency or field unit;
- Makes independent determination of appropriate actions to be taken concerning incoming calls and directs the appropriate responding units to ensure efficient and timely responses;
- Monitors multiple radio, audio, visual and other equipment (alarm panel, security monitors, fire alarms, building security, etc.);
- Logs radio transactions into the CAD (Computer Aided Dispatch) or appropriate computer to identify current status and location of personnel and equipment;
- Makes the necessary telephone contacts, wrecker notifications, warrant confirmations and call out contacts for field personnel;
- Regular attendance required; and
- Perform other duties as may be assigned by supervisor.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must possess a Telecommunications Officer Certificate as determined by the Texas Commission on Law Enforcement (TCOLE) or obtain one within the first year of employment;
- Basic knowledge of criminal law;
- Ability to speak clearly, type while listening, talking and concentrating on decisive actions;
- Have good listening skills and the ability to follow oral and written instructions;
- Have the acute ability to react quickly and calmly in emergency situations;
- Deal effectively and courteously with associates and in response to the public;
- Have the ability to operate phone, multiple radio, teletype and computer systems simultaneously;
- Communications skills, both oral and written, with proper use of English grammar;
- Must possess the ability to type a minimum of 35 wpm;
- Must be able to pass a dispatcher skills test;
- Must be able to pass an oral interview.

PHYSICAL REQUIREMENTS

- Visual, hearing and physical capabilities sufficient to adequately perform assigned duties;
- Frequent sitting, reaching, lifting, bending and twisting; and
- Ability to work overtime, weekends and holidays and be on 24/7 call.

CERTIFICATES, LICENSES AND ADDITIONAL REQUIREMENTS

- Must possess a valid Texas driver's license;
- Must possess a high school diploma or GED equivalent;
- Drug screen required;
- A thorough background check will be conducted, including a criminal history check.

This 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 requirements of the job change. The employee further understands and accepts that this position falls under the provision of an "At Will" employment and, under no circumstances is this contract for employment.