



*City of Wilmer*  
*Serving Our Community*

**Dispatcher**  
**\$21.11/hr to \$28.56/hr**

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**POSITION SUMMARY:** Under direct and general supervision, receive requests for police, fire, and emergency medical services. Dispatch and deploy public safety units and notify other support services. Provide pre-arrival emergency medical instructions. Operate various telecommunications equipment. Prepare reports and maintain files. Work any assigned shift, holidays, weekends, and additional hours, as needed for staffing and/or training purposes. This position functions at a high stress level and may deal with life-and-death situations. Applicants/employees must be able to multi-task, think clearly, and always remain calm.

**ESSENTIAL FUNCTIONS:**

The duties listed **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Answer multi-line telephones including E 911 lines.
- Communicate effectively, courteously, and clearly in English, verbally and in writing; includes speaking distinctly, responding promptly, hearing within the normal range, to protect the safety of the public and responders.
- Communicate with hearing/speech-impaired citizens by operating specialized software.
- Simultaneously listen to and comprehend telephone, radio, and interoffice communications while processing calls for service.
- Perform multiple tasks at one time, e.g., talk on a telephone and directly input data into a computer.
- Operate multi-channel public safety radio system, including interoperable communications with other agencies.
- Correctly process and record requests for police, fire, and medical services, utilizing direct entry into a Computer-Aided Dispatch system or by following manual call processing procedures.
- Assign appropriate public safety personnel to routine and emergency calls for service and deploy support services as well.
- Document all activity, location, and status in the Computer-Aided Dispatch system for public safety personnel and quickly and correctly disseminate any additional information.

- Upon certification, provide pre-arrival emergency medical instructions following department elected protocol with International Academies of Emergency Dispatch (IAED) compliance.
- Read and accurately interpret electronic locator tools, track, provide information to responders, and/or deploy units.
- Operate computers and websites to access information requested by public safety personnel, the public, or other City employees, e.g., records management, TCIC/NCIC, jail management, etc.
- Simultaneously input, retrieve, and maintain information, reading from multiple computer screens and printouts, utilizing multiple keyboards.
- Work in an area for 8+ hours and remain seated for long periods of time entering data into various computer systems.
- Operate in low-light conditions, discerning distinct colors used by a Computer-Aided Dispatch system, E 911 telephone equipment, or other visual resources.
- Concentrate on assigned tasks through many distractions.
- Monitor and identify activations of various alarm systems, following defined department protocols.
- Safely operate a wide range of equipment, e.g., door monitors and locks, printers, voice recorders, intercoms, alarm panels, weather monitoring devices, television monitors, copiers, document shredders, etc.
- As a Training Officer (when certified), train new employees, which include timely preparation and submission of training documentation.
- As required, act in the absence of the shift supervisor.
- Prepare incident reports, supplement reports, and maintain various files.
- Comprehend and apply state laws, city ordinances, city and departmental policies and procedures of the City of Wilmer.
- Attend/testify in all criminal and civil courts when summoned.
- Performs other duties as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to attend training schools/seminars and other city related events, which may require travel (occasionally overnight).
- Ability to maintain a high level of confidentiality.
- Ability to read and accurately interpret graphic material in print and computer formats.
- Ability to read written materials prepared in handwritten and multi-font print formats.
- Ability to remain aware of the security of the Wilmer Public Safety Campus and immediately report any suspicious persons/activities to a supervisor.
- Independently make and carry out effective and timely decisions.
- Competently perform under stress when confronted with emergency and critical situations.
- Ability to perform a variety of tasks, transitioning quickly from one to another while maintaining proficiency and composure.
- Ability to work effectively without constant, direct supervision.
- Ability to operate a city vehicle (when required) in a safe manner.
- A combination of education, training and experience providing the required knowledge, skills, and abilities may be considered.

- Must successfully complete all phases of training provided by the Wilmer Police Department in 911/Call Take, Fire/EMS, Records & Information (NCIC), and Police Dispatch by the end of the probationary period.

#### **MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D. required.
- Public Safety Dispatch experience preferred.
- CPR Certification and Emergency Medical Dispatch certification through IAED required or ability to be obtained within one (1) year of hire. Preference may be given to applicants with current certifications.
- TCOLE Basic Telecommunicator Proficiency Certificate and TX Telecommunicator License required or ability to be obtained within one (1) year of hire.
- U.S. Citizenship required to obtain TCOLE certifications listed above.
- No Felony Convictions.
- Two (2) years data entry or customer service representative experience; or equivalent combination of education and experience preferred.
- Type 40 words per minute with 80% accuracy.
- Texas Driver's License, Class C, required.
- Must pass a background check and drug screening.
- A combination of education, training and experience providing the required knowledge, skills and abilities may be considered.

The City of Wilmer is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, sexual orientation or protected veteran status.