911 CALL TAKER TRAINEE
Salary: $33,382.00 - $45,387.00 Annually
Location: Downtown Dallas, TX

MINIMUM QUALIFICATIONS

EDUCATION:
High school diploma or GED

EXPERIENCE:
Two (2) years of customer service experience involving one (1) or more of the following: heavy phone contact; data entry/form completion; complaint resolution; processing orders/inquiries.

EQUIVALENCY(IES):
Forty-five (45) college semester hours plus one (1) year of the required experience will meet the education and experience requirements.

OTHER REQUIREMENTS:
• Availability to work varying shifts including nights, weekends, holidays and/or overtime.
• Must have own telephone or cellular phone.
• Must pass an intensive background investigation and drug test.
• Must obtain a Texas Commission on Law Enforcement (TCOLE) certification during probationary period.
• No FELONY or class A MISDEMEANOR convictions.
• No class B MISDEMEANOR convictions within the last ten (10) years.

KNOWLEDGE, SKILLS, ABILITIES:
Ability to view and read information on computer monitors and maps. Ability to remain calm under pressure and accurately enter data.

PREFERENCES:
Bilingual skills are a plus.

PERFORMANCE EXAM:
Exam covers data entry, memory recall, spelling, prioritization, map reading, cross-referencing, and call summarization skills. No time limit. Picture I.D. required. *Please note: The Criticall exam for this position can only be taken two (2) times within a twelve (12) month period.

POLICE DISPATCHER
Salary: $39,937.00 - $56,566.00 Annually
Location: Downtown Dallas, TX

MINIMUM QUALIFICATIONS

EDUCATION:
High school diploma or GED

EXPERIENCE:
One (1) year of experience in a public safety emergency call taking and/or dispatching position within a municipal, county, state, or federal regulatory agency or One (1) year of experience as an air traffic controller or One (1) year of experience as a sworn Police Officer.

LICENSE(S) and/or CERTIFICATION(S):
Must obtain Telecommunications Operator License from Texas Commission on Law Enforcement (TCOLE) within one (1) year of employment.

OTHER REQUIREMENT(S):
• No felony or class A misdemeanor convictions.
• No class B misdemeanor convictions within the last ten (10) years.
• No drug or domestic violence related convictions.
• Must pass intensive background investigation and drug test.
• Availability to work varying shifts including nights, weekends, holidays, and/or overtime.

KNOWLEDGE, SKILLS, ABILITIES:
• Effective oral and written communication skills.
• MS Office or similar software skills.
• Ability to type thirty-five (35) words per minute.
• Ability to remain calm in stressful situations.

PERFORMANCE EXAM:
The Criticall exam for this classification will remain as follows: Exam covers data entry, memory recall, spelling, reading comprehension, sentence clarity, prioritization, map reading, cross referencing, and call summarization skills. Time Limit of two (2) hours and thirty (30) minutes. *Please note: The Critical exam for this position can only be taken two (2) times within a twelve (12) month period.