

## **JOB OPENING NOTICE**

JOB OPENING: Frio County is accepting applications for a full-time 911 Dispatcher.

Applications can be found on the Frio County website at

<https://www.co.frio.tx.us/page/jobs.home> and must be submitted to the Human

Resource Office at the Frio County Courthouse located at 500 East San Antonio

Street, Pearsall, Texas 78061.

Frio County is an “at will” and an equal opportunity employer.



# Frio County Job Announcement

## 911 Dispatcher

Location: Frio County Sheriff's Office, Pearsall, TX

Department: Sheriff

Job Type: Full-Time/Non-Exempt

Pay Rate: \$20.01/HR

Posting Period: Open until position filled

Frio County Job Notices and the Employment Application are available online at <https://www.co.frio.tx.us/page/jobs.home>. Applications must be submitted prior to the deadline indicated in the job posting. Submit all applications to the Human Resource Office at the Frio County Courthouse located at 500 East San Antonio Street, Pearsall, Texas 78061. Frio County is an "at will" and an equal opportunity employer.

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A 911 dispatcher receives emergency and non-emergency calls, advising callers and dispatching emergency units to specific locations as necessary. The job description of a 911 dispatcher involves a familiarity with police codes, the efficient operation of a police radio dispatch system, and the ability to remain calm in stressful situations.

### **Position Description:**

A 911 dispatcher receives calls, dispatches emergency vehicles to emergency locations as necessary, advises callers on the best course of action while on the line, prioritizes emergency situations as needed, and transfers any non-emergency calls as necessary.

### **Essential Duties and Responsibilities of a 911 Dispatcher:**

- Receives emergency calls.
- Asks caller to describe the nature of the emergency and asks follow up questions as necessary.
- Takes down location and personal information of the caller.
- Dispatches available emergency units to the proper location.
- Keeps callers on the line when necessary.
- Advises callers on proper course of actions, calms down, and documents their condition until emergency units arrive.
- Maintains logs of all calls and dispatched units.
- Enters call information and records into database.
- Prioritizes simultaneous emergency scenarios.

- Stays up to date on location and activity of emergency units in the area.
- Monitors activity of emergency vehicles and on-duty personnel during shift.
- Receives non-emergency calls.
- Advises callers on how to handle non-emergency situation, and transfers callers to proper department.
- Submits call logs and caller information to law enforcement and legal officials when necessary.
- Testifies in court when called to do so.
- Reports any fraudulent or prank emergency calls to supervisor.

**Required Knowledge, Skills and Abilities:**

- Demonstrates knowledge of police codes and law enforcement terminology.
- Possesses knowledge of the function and types of police radio frequencies.
- Exhibits ability to remain calm in a crisis.
- Demonstrates excellent listening skills.
- Communicates clearly and effectively.
- Pays close attention to detail.
- Is capable of using radio dispatch system.
- Possesses ability to remain alert for long shifts.
- Demonstrates ability to work quickly and efficiently.
- Possesses strong problem-solving and analytical skills.
- Exhibits strong organizational abilities.
- Is capable of determining which emergency situations require the most immediate attention.
- Demonstrates the ability to multitask efficiently.
- Possesses mental and emotional strength necessary to deal with stressful situations for long period of time.
- Is capable of articulating instructions clearly in writing and speech.

**Education and Experience:**

- High school diploma or GED required.
- Job-specific training required prior to start date.
- Able to meet state requirements.
- Valid Texas state ID
- Able to obtain a TCOLE Telecommunicator Certification within 6 months of employment.

**Work Environment:**

- Working hours will be spent in dispatch office, receiving and directing calls.
- The majority of time will be spent sitting at a computer and/or radio dispatch unit.
- Environment can be highly stressful and fast-paced.
- Some travel to provide court testimony may be necessary.

- Shifts vary from day to night.

**Physical Demands:**

- Sedentary – lifting no more than 10 pounds

*The Frio County Sheriff's Office is an "at will" employer. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Benefits:**

100% employer paid group health insurance

Medical

Dental

Basic Life and ADD, Dependent Life

Retirement

Paid Sick Leave and Vacation Leave

Paid Holiday

**Conditions of Employment:**

Must successfully complete a background investigation and a pre-employment drug screen.