



ANTHONY TEXAS POLICE DEPARTMENT

Carlos Enriquez, Chief of Police

P.O. BOX 1269

Anthony, Texas 79821

Phone (915) 886-3838 Fax (915) 886-5422

www.townofanthony.org



Communications Operator

Summary: Screens telephone calls from the public. Assesses the seriousness of a particular situation and dispatches the appropriate agency or agencies.

As a 911 Emergency Communications Officer, under general supervision of the on duty day shift Lieutenant, Sergeant, or communications manager, you will be responsible for receiving, recording and dispatching 911 calls to the appropriate emergency rescue personnel during the assigned eight (8) hour shift. Duties are performed in an Emergency Dispatch Center environment which is fast paced and often stressful. Emergency Communications Officers provide excellent customer service to the public while exercising considerable tact and firmness in obtaining information from distressed persons.

Duties:

- Answers emergency and non-emergency calls for service by using computer-based telephone software
- enters appropriate information by typing into the Computer-aided Dispatch System (CAD)
- Assist inbound calls, from our internal customers, with citizen information, background reports and other related information efficiently and expeditiously
- Obtain pertinent information from incoming calls in a prompt and courteous manner.
- evaluates the need to dispatch a Law Enforcement unit, Fire Department, Ambulance Service, or Medical Examiner by determining the nature of the incident and geographic location utilizing a police multi-channel radio system
- Monitor status of field units to ensure officer safety and availability for services.
- receives requests for information from News Media, the public, and other Criminal Justice agencies
- Contacts wrecker services for impounds and private calls
- Maintains data and command logs
- Operates Criminal Justice databases, such as Texas and National Law Enforcement Telecommunications System (TLETS/NLETS) equipment
- Operates miscellaneous office equipment
- Operates a multi-channel network recording device.
- Perform other duties as needed.



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REQUIRED SKILLS AND ABILITIES

- Ability to quickly and accurately record information utilizing a keyboard.
- Type at a minimum of 40 wpm
- Ability to clearly, effectively and efficiently communicate in the English language, both verbally and in writing. Bilingual ability is a plus.
- Capable of multi-tasking, exercising good judgment and making quick decisions in stressful situations.
- Capable of working rotating shifts (including evening and midnight), weekends, holidays and overtime. Flexibility in order to accommodate unexpected situations, emergencies, etc.
- Able to maintain a professional, calm and helpful attitude with callers.
- Must want to work in a public services environment and have a desire to assist the public in distressed situations.

Requirements:

- Applicants must be a U.S. CITIZEN.
- High School Diploma/Equiv. Required.
- Bilingual (English/Spanish).
- Ability to speak clearly.
- Must work shift hours.
- Must be decisive under high-stress situations.
- Must pass background investigation/pre-employment medical exam.
- Must possess a good working knowledge of Windows Office; Windows based operating system.
- Must be able to pass and maintain a State Certification applicable to the position.
- Must have the ability to complete multiple tasks simultaneously.

Expected duration of the selection process is approximately 3 months.

Submit resumes and application to the Police Department located at 401 Wildcat DR. Anthony, TX 79821

The Office provides equal access and equal opportunity in employment and services and does not discriminate.