

**Job title:**       **Communications Operator – Dispatcher**

Job location:       City Hall, 501 S. Main St., Winnsboro, Texas

Department:       Police

Compensation:     Based on Experience

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### **Job Classification**

Job Category:     Part Time - Non-Exempt

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### **Job Description**

Under basic supervision, provides the communication link between the citizens in Winnsboro and the police force. Able to remain calm and utilize the dispatching system to communicate with all personnel in the field. The Winnsboro Police Department expects its personnel to maintain high standards of appearance and conduct.

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### **Job Duties**

Essential duties and responsibilities:

- Receive, record and process all incoming oral communications through the dispatching system.
- Process initial complaint inquiries received via telephone or made by a citizen at the Winnsboro Police Department.
- Dispatch personnel according to department regulations and priorities.
- Respond to all complaints, speak and behave in a respectful, calm, clear, and courteous manner when addressing the public and department members.
- Utilize emergency procedures to be capable of activating and dispatching personnel immediately to the field.
- Maintain two-way communications with all personnel dispatched in the field. Periodically announce all letters issued by the FCC.
- Maintain equipment, especially the emergency call lines. Immediately report any malfunction or defect to the Officer-In-Charge.
- Be knowledgeable of the location and lay-out of streets, buildings, parks, housing projects and other significant areas to maximize the accuracy and speed of dispatches.
- Have a working knowledge of the area's geography.
- Possess a thorough knowledge of Police Department procedures relating to the use of radios and other communications equipment.
- Type and process form, complaints, and reports as appropriate.
- Preserve communications that are privileged and confidential
- Perform all other duties as required or assigned.

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### **Job Requirements**

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#### **Knowledge, Education, Training, Experience and Skills:**

Education:

- High school diploma or GED equivalent.

Training:

- Must possess or obtain within the first year of employment a valid TCOLE certification for Communications Operator.

**Skills:**

- Must maintain a valid Class C Texas Driver's License.
- Basic computer skills and typing skills.
- Must be able to work in a stressful environment, maintaining composure, prioritize service requests and perform multiple tasks at the same time.
- Must be able to speak clearly and concisely, transfer information accurately, and handle a wide range of interpersonal interactions.
- Must be able to successfully pass a background investigation including a fingerprint check.

**Knowledge:**

- Basic use of office equipment such as printers, copiers and fax machines.
- City policies and procedures.
- Basic record keeping practices and customer service standards and protocols
- Geography, roads and landmarks of City and surrounding areas.
- Simple record keeping procedures.
- Exercise good judgement in evaluating situations and making decisions.

**Experience:**

- No experience required. Two way radios experience and using a multi-line telephone is strongly desired.

**Abilities:**

- Must be able to sit, bend, lift (50 lbs. and up). Physical demands are low.
- Maintain accurate, up to date records.
- Respond to requests and inquiries from the general public. Deal tactfully and courteously with the public and co-workers at all times.
- Work independently in the absence of supervision; able to follow and enforce verbal and written instructions and procedures.
- Handle sensitive and confidential information.

**Submitting an Application:**

Applicants must submit a completed City of Winnsboro application in order to be considered for this position. Resumes may be attached to the completed application, but not in lieu of one. If a resume is attached, all questions on the application must still be answered completely and accurately. If a question does not apply to you, please mark it "NA" Do not leave it blank. **Incomplete applications will not be considered.** To verify prior military experience, please include a copy of your DD-214 (Member 4) with your application. All answers are subject to verification. Applications are available at the Police Department located at 501 S. Main St., Winnsboro, Texas or on the city website, [cityofwinnsboro.org](http://cityofwinnsboro.org). Applications may be submitted in person or by mail to City of Winnsboro, Police Department, 501 S. Main St., Winnsboro, TX 75494.

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