



JOB DESCRIPTION

Salary: \$18.33 - \$25.00/Hr. depending on qualifications and years of experience.

Position is a Regular Full-time position eligible for all City benefits.

Dispatcher: A City of Lago Vista Dispatcher operates the communication equipment to receive incoming calls for assistance and dispatches personnel and equipment to scene of emergency. The Dispatcher may field both emergency and non-emergency calls that require the dispatch of police units. With access to confidential information, the Dispatcher also assist police personnel with the documentation of traffic stops and other arrests and offenses services. if needed I transfer medical/fire calls to the proper agency on 911. I also handle reception-like duties during open lobby hours; alarm permits, dog tags, vacation watch/close patrol entries, etc. -. -Enter warrants, emergency protective orders, missing/runaways, stolen vehicles, firearms and other property in TLETS and RMS along with criminal trespass warnings. -Maintain all LVPD warrants. -Assist public in lobby with fingerprinting, traps and other needs.

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS: (Individual duties, assignments and responsibilities required of the position)

- Operates telephone console to receive incoming calls for assistance.
- Questions caller to determine nature of problem and type and number of personnel and equipment needed.
- Monitors alarm system signals that indicate location of fire or other emergency.
- Operates two-way radio to dispatch police, fire, medical, and other personnel and equipment and to relay instructions or information to remove units.
- Types commands on computer keyboard to update files and maintain logs.
- Tests communications and alarm equipment and backup systems to ensure serviceability.
- Provides pre-arrival instructions to caller.
- Activates alarm system to notify fire stations.
- Responds to inquiries concerning City services, location of facilities and other questions related to a municipal government.
- Communicate with field officers through the Police Dispatch Radio
- Handle Online Citizen Reporting Forms
- Collect alarm permit fees along with vacation watch/close patrol forms and distribute the form to the appropriate unit with instructions of patrol.
- Monitor police department and school cameras

- Assist officer during traffic stops as needed
- Enter, file and maintain all LVPD warrants, emergency protective orders, missing/runaways, stolen vehicles, firearms & other property in TLETS and RMS along with criminal trespass warnings.
- Send out reverse 911 when there is a City emergency (ex. boil water notice).
- Monitor CCTV closely when cells are occupied.
- Issues dog tags for pet owners

EDUCATION AND EXPERIENCE: (special training, certifications, college degree, etc.)

- High school diploma or general education degree (GED) and one to three months related experience and/or training; or equivalent combination of education and experience.
- A valid Advanced Telecommunicator License is a plus
- Knowledge of dispatch policies and procedures is preferred.
- Experience preferred, but we will train the right candidate

KNOWLEDGE, SKILLS, AND ABILITIES: (technical, communication, interpersonal, etc.)

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before citizens or employees of the organization.
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- Ability to apply commonsense understanding to carry out instructions furnished in written oral, or diagram form.
- Ability to function efficiently without direct supervisor and in the absence of written or oral instructions under varying conditions of activity.
- Ability to operate standard office equipment such as typewriter, computer, calculator, telephone, and copying machine.

WORK ENVIRONMENT: (overtime, travel, physical demands)

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee occasionally is required to stoop, kneel, crouch, or crawl.
- The employee is frequently required to stand, walk, and climb or balance.
- The employee must frequently lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.
- The noise level in the work environment is usually moderate.

To apply for this position, please contact: Recruiting@pd.lagovistatexas.gov