

Part-Time Police Service Officer, Dispatch Call-Taker

Duties: Operate a multi-button telephone system and computer terminals to receive, evaluate, and transmit information that frequently involve emergency situations affecting human welfare and safety. Receives calls on emergency and non-emergency telephone lines and enters calls for service into a Computer Aided Dispatch (CAD) terminal for dispatch by a Police or Fire Dispatcher. Takes telephone complaints and requests for information or assistance and relays them to appropriate personnel. Work is performed under stressful conditions. Work involves evaluating incoming calls and transmitting information and messages upon request and/or according to established procedures.

Qualifications: High school diploma or GED. Previous dispatching or 9-1-1 call taking experience required, with on-going dispatch or call taking work preferred. Must have TCLEOSE Telecommunicator certification and TCIC/NCIC required certifications. Typing 30 wpm. Must communicate clearly and distinctly in English. Must have normal hearing in both ears. Bilingual (English/Spanish) preferred. Must pass entrance examination, polygraph examination and extensive background check. Must be able to work under pressure.

Must work a minimum of 8 hours per month in a manner consistent with the needs of the Communications Center.

Target Hiring Range: \$14.00 - \$18.00 hourly

Application available at: <http://www.ci.pasadena.tx.us/jobs.htm>

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