



# East Harris County Emergency Communications

**Job title: Fire/EMS Dispatcher**

**Location: 16010 Ridlon St. Channelview, TX, 77530**

**East Harris County Emergency Communications (ECOM) is currently accepting applications for an exciting and challenging career opportunity in our 911 Communications Center with state-of-the-art equipment. We are seeking highly motivated individuals with a flexible schedule to fill our full-time dispatcher positions.**

**Essential Duties and Responsibilities:**

- Interacts with callers requesting emergency/non-emergency response or service from the community or public safety agencies. Uses established protocols and the computer-aided dispatch system to evaluate the situation and take the appropriate actions. Retrieves information from callers and transmits information to the Fire/EMS personnel.
- Follows protocols to provide emergency medical instructions to callers during high-risk situations until appropriate field responders arrive on scene.
- Monitors and maintains the location and status of fire, emergency medical and other agency units in the field.
- Always maintains a positive customer service attitude with the public, user agency members, co-workers and supervisors.
- Contributes to the mission, vision, and values of ECOM.
- Performs other related assignments, as needed or directed

**Minimum Qualifications:**

- High School diploma or GED equivalent
- 18 years of age
- Valid Texas Driver's License and reliable transportation
- The following is Preferred but not Required: At least one (1) year of public safety dispatching or 911 call center experience. Other public safety experience (Fire Department/EMS) may be considered

**Necessary Knowledge, Skills, and Abilities:**

- Strong communications skills with the ability to express ideas clearly and concisely in written and verbal formats.
- Demonstrate interpersonal skills in order to establish and maintain effective working relationships with co-workers, citizens, community contacts, elected officials, members of other governmental agencies, the general public and command staff members of other departments.
- Ability to exercise good judgement under pressure
- Ability to deal with sensitive information in a discreet and professional manner while maintaining confidentiality.
- Ability to type at least 35wpm
- Ability to multi-task efficiently in a fast-paced stressful environment.
- Ability to demonstrate understanding, compassion and empathy.
- Ability to operate radio, telephone and computer systems under routine, emergency and high stress conditions in a confined work area for long periods of time.
- Must have adequate hearing, manual dexterity and mental disposition in order to remain alert and perform all essential job functions.
- Must successfully complete dispatch training program within allotted time frame and be willing to continue educational opportunities within the 911 industry.

**Work Environment:** *Shift work is required. Position is considered "Essential Personnel" which requires being on duty to respond during emergency situations including but not limited to natural and/or man-made disasters.*

**Send resumes to [Applications@ehcec.net](mailto:Applications@ehcec.net) for consideration**