



HARRIS AND FORT BEND COUNTY ESD NO. 100
WESTCOM EMERGENCY COMMUNICATIONS CENTER
16005 BELLAIRE BLVD HOUSTON, TX

SALARY: \$22.00 hourly

SCHEDULE: 24 hours (1hour break, 5 hour sleep break), 72 hours off duty

www.westcom911.org

911 TELECOMMUNICATOR / DISPATCHER

Harris - Fort Bend County ESD #100 is currently accepting applications for an exciting and challenging career opportunity in our new 911 Communications Center (WestCom) with state-of-the-art equipment. We are seeking highly motivated individuals with a flexible schedule to fill our full time Telecommunicator positions. Ideal candidates will have at least one (1) year of work-related experience with other public safety agencies, will possess EMD and EFD certifications through the Academy of Emergency Dispatch and will have knowledge of EnRoute CAD, Zetron radio console and VESTA phone systems.

This is a specialized position performing multi-channel emergency radio and communications work. The Telecommunicator is responsible for receiving and prioritizing emergency and non-emergency telephone calls from the public and Primary Public Safety Answering Points. Work involves evaluating incoming calls to determine the appropriate level of Fire/EMS assistance required, dispatching units, and transmitting information and messages upon request according to established procedures. This position monitors public safety units in the field, retrieves and enters computer data, operates TDD/TTY and other related communications equipment.



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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 prescribed protocols to provide emergency medical instruction to callers during high-risk situations until appropriate field units arrive on scene.
- Monitors and maintains the location and status of fire, emergency medical and other agency units in the field.
- Operates various automated and/or communications equipment including
- computer-assisted dispatch; enters and retrieves data. Monitors and operates TDD/TTY to communicate with hearing-impaired callers.
- Always maintains a positive customer service attitude with the public, user agency members, co-workers, and supervisors.
- Ability to demonstrate understanding, compassion, and empathy.
- Contributes to the mission, vision, and values of the Communications Center.
- Inspects equipment at the beginning of each shift to ensure proper operation, reports malfunctions or problems.
- Performs other related assignments, as needed, or directed.

MINIMUM QUALIFICATIONS:

- High school diploma or GED equivalent.



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- Preferred - At least one (1) year of public safety dispatching or 911 call center experience. Other public safety experience (fire suppression/emergency medical service) may be considered.
- Valid Texas Driver's License with a satisfactory driving record.

REQUIRED TO OBTAIN AND/OR MAINTAIN:

- IAED Emergency Medical Dispatch (EMD)
- IAED Emergency Fire Dispatch (EFD)
- APCO Public Safety Communicator 1
- APCO Fire Service Communications
- NIMS 100/200/700/800
- American Heart Association CPR Certification

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Strong knowledge of the principles, practices, and techniques of emergency dispatch.
- Thorough knowledge of computer-aided dispatch systems with technical knowledge of two-way radio systems.
- Working knowledge of FCC rules and regulations governing radio usage.
- Must be a strong communicator and possess strong problem-solving skills.
- Demonstrate interpersonal skills 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 judgement under pressure.



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- Ability to deal with sensitive information in a discreet and professional manner while maintaining confidentiality.
- Ability to multi-task efficiently in a fast-paced, stressful environment.
- Ability to operate radio, telephone and computer systems under routine, emergency, and high stress conditions in a confined work area for extended periods of time.
- Ability to work 24-hour shifts, overtime and holidays as needed in a 24-hour-a-day,
- 7-day-a-week operation. Personal phone is required as Telecommunicators may be required to return to the Communications Center for additional shifts.

PHYSICAL DEMANDS:

- Must have adequate hearing, manual dexterity, and mental disposition to remain alert and perform all essential job functions.
- Ability to perceive the full range of the color spectrum, such as working with electronically produced letters, numbers and/or images on a computer monitor.
- Ability to wear a headset for extended periods of time.
- Ability to type a minimum of 40 wpm.
- Ability to lift 25-50 pounds, occasionally.

Must successfully complete dispatch training program within allotted time frame and be willing to continue educational opportunities within the 911 industry.