



**NOW HIRING
POLICE & FIRE
(911 & NON-
EMERGENCY)
DISPATCHER**

**APPLY NOW
make sure that
you select
POLICE
DEPARTMENT -
Communications
Operator
(Dispatch)**

**STARTING
SALARY
\$42k
Yearly step raises
to \$49k
Overtime
opportunities**

POLICE DEPARTMENT COMMUNICATIONS OPERATOR (DISPATCH)

JOB DESCRIPTION

Dispatches police, fire/rescue, and after-hours city services.

Monitors and coordinates telephone, radio, and teletype communications between unit personnel and among the general public, as well as non-emergency situations.

Position is responsible for receiving, processing, and disseminating information in an accurate and timely manner to provide an expeditious response to emergency situations.

Performs considerable record maintenance functions requiring specialized knowledge of departmental rules and regulations and apply acute attention to detail.

EXAMPLE OF DUTIES

Answer a multi-line phone system for both emergency and non-emergency calls.

Acquire information and assess the circumstances, reassures the victim or caller, gathers required information and dispatches information to appropriate units.

Operate a multi-channel radio system and simultaneously input, retrieve, listen to and comprehend 9-1-1 and non-emergency calls and radio traffic while reading from both computer screens and printouts;

Receives and transmits pertinent information on all calls for services including those in progress
Monitors activities of Police, Fire

REQUIREMENTS

Minimum of 18 years of age

A normal volume speaking voice

Speak English fluently

Must have 20/40 eyesight (corrected)

Applicant must be able to work different shifts

Must be able to thrive in a hectic/fast paced atmosphere

Live within 30 minutes of the Lufkin Police Department

and other emergency medical services

Maintains the location and call status of all emergency units. Maintain communications with unit personnel in the field in order to conduct computerized searches through local, state and national databases;

Confirms stolen property and wanted/missing persons as well as enter data and operate computer terminals with specialized access through various automated data banks.

Maintain records and data for items such as warrants, missing persons, stolen property and emergency protection orders by confirming information is correct, entering and modifying information in the database and clearing information as applicable.

Comprehend and apply City Ordinances, city, and departmental policies and procedures as well as adhere strictly to the Department General Orders;

Communicate courteously and clearly, verbally and in writing Required to report for work punctually, work all scheduled hours, including shift work, weekends, holidays and any required overtime as deemed necessary.

Regular and consistent attendance for the assigned work hours is essential.

QUALIFICATIONS

High school diploma/GED
Type 40 words per minute corrected

Pass an employment physical

BENEFITS

**We also have
EXCELLENT
benefits (health,
dental, life, etc.)
with health plans
starting at**

**\$75 employee/
monthly**

**\$205 employee +
children/monthly**

**\$355 employee +
spouse/monthly**

**\$420 employee +
family/monthly
20-year
retirement at
any age through
TMRS**

**Vacation, sick
days, longevity
pay, 11 paid
holidays**

**\$40 per month
cleaning
allowance**

Certificate pay

examination, which includes an audiological (hearing) test. Hearing range of 30 or more decibels, and frequency range of 250-3000 hertz in both ears.

Pass two state licensing courses and the state licensing test for Telecommunications within the first year of employment.

Candidates are required to successfully pass a polygraph test and complete a background investigation check.

[APPLY NOW](#)