



STATE OF TEXAS, COUNTY OF KARNES

DISPATCHER – Karnes County Sheriff's Office

SALARY \$19.23/\$40,000
JOB TYPE Regular Full-time

LOCATION Karnes County, TX

DEPARTMENT Sheriff's Office

OPENING DATE 01/01/2025

Misson Statement

The mission of the Karnes County Sheriff's Office is to protect the lives and property of the residents and visitors of Karnes County through professional policing, community partnerships, and the efficient management of personnel and resources.

General Purpose

The "9-1-1 Dispatcher" position serves as the emergency call-taker/dispatcher for emergency and non-emergency requests on E-911 lines, administrative lines and radio infrastructure at the Karnes County Sheriff's Office or "Public Safety Answering Point" (PSAP). Work includes dispatching calls to the appropriate response unit(s), i.e. Police, Fire, EMS, etc., as well as the operation of the TCIC/NCIC law enforcement/criminal justice computer system (TLETS) as needed. This position reports directly to the Dispatch Supervisor. This position is not responsible for the supervision of other employees or functions.

Essential Duties and Responsibilities

1. Receives emergency and non-emergency calls from the public as well as public service providers for public safety services. Accepts calls routed to the 911 Center via both current and future media methods such as, but not limited to, Text-to-911, Video, and TTY.
2. Adapts to unique circumstances that are presented by callers and then applies their learned skills/established guidelines in resolving situations.
3. Possesses the ability to cope with highly stressful situations regularly, with minimal supervision.
4. Maintains the highest level of confidentiality.
5. Maintains daily records of calls and dispatch activity.
6. Effectively manages each call per established guidelines, policies, and training. Requests information from callers to gather critical information, such as personal information, location, and the nature of the call; records information; assesses the need for emergency services; determines appropriate response(s) required and evaluates the relative priority of each response; dispatches the appropriate response unit(s).
7. Provides and relays necessary information regarding emergency situations to those individuals requiring notification, including public safety officials and representatives.
8. Utilizes CAD and GEO tools to determine location and appropriate jurisdiction for response.
9. Utilizes TTY transmission equipment for communication with the hearing impaired.
10. Must be able to work assigned shifts, 10-to-12-hour workdays.
11. Enters and modifies information into local, state and national computer databases.
12. Monitor and operate a radio console and computer equipment.

SKILLS

For this position the following skills and abilities must be demonstrated by a level of proficiency or achieved within a normal and customary time period:

The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors.

The ability to use logic and reasoning to reach conclusions and approaches to problems.

The ability to use judgment and quick decision-making skills to evaluate situations, establish priorities, and resolve matters in some life-threatening situations.

The ability to think quickly.

The ability to work in stressful situations.

The ability to listen and communicate effectively through clear speech and hearing.

The ability to follow instructions.

The ability to write clearly and spell correctly.
The ability to establish priorities and pass on information as needed.
The ability to multitask.
The ability to use and navigate a computer and its functions.
The ability to navigate and read a map of Karnes County.
Must have good interpersonal and public relations skills.

ABILITIES

For this position the following demonstrated abilities are required to effectively perform essential job functions:

Ability to control emotions and focus on professional duties and obligations in all circumstances regardless of provocations or stresses encountered.

Ability to communicate necessary information to others in a calm, clear, dispassionate and purposeful speaking voice in all circumstances.

Ability to create accurate, clear, concise, comprehensive, relevant and grammatically correct documents.

Ability to work with employees and citizens from diverse population groups to meet Department mission and serve public interest.

Ability to focus personal efforts and participate in team efforts toward continuous performance improvement.

Ability to actively seek opportunities to increase and improve knowledge, skills, and abilities needed to improve personal performance

Ability to actively listen by aggressively practicing good listening techniques.

Ability to use interpersonal skills to foster positive working relationships with team members (peers, supervisors, and other providers) required to provide superior services in the public interest.

Ability to take appropriate action to accomplish assigned duties and accept accountability for outcomes.

Minimum Requirements

High school diploma or GED. Must be a U.S. Citizen. Must be able to complete a Texas Basic Telecommunicators course and/or be licensable by TCOLE. Must possess a valid Texas Driver's License. Must be willing to work nights, evenings, overtime, weekends, holidays, and rotating shifts.

Physical Demands and Work Environment & Other Requirements

While performing the duties of this position, the incumbent is regularly required to stoop, sit, walk, and lift up to 50lbs. Will sit at the computer for prolonged periods of time typing, using the computer, writing or using the telephone. Exposure to communicable diseases. Karnes County Sheriff's Office will conduct background checks on new hires that will include a criminal background check related to convictions and deferred adjudications in the past ten years and may include credit reports, motor vehicle records, employment records and educational attainment.

Benefits

Karnes County currently provides 100% medical plan cost coverage by Blue Cross Blue Shield for Full-time employees. Dependents and spouses may be added to plan for additional cost to the employee. The employee also receives \$50,000 in life insurance at no cost. County employees receive retirement benefits through the Texas County & District Retirement System and will be vested after 8 years of service. Eligible employees will receive Holiday, PTO, and Vacation. Karnes County benefits are available upon introductory period completion. The Karnes County Sheriff's Office also provides Uniform Allowance of \$1,200 yearly for dispatchers.

Please complete the Karnes County Employment Application located at <https://www.co.karnes.tx.us/page/karnes.Jobs.Openings>.

Applications will be accepted between 8-5 Monday through Friday at:
Karnes County Sheriff's Office
500 E. Wall St. Karnes City, TX 78118

Agency

Karnes County Sheriff's Office

Address

500 E Wall Street Karnes City, TX 78118

Phone

(830) 780-3934

Website

<https://www.co.karnes.tx.us/page/karnes.home>