



DALLAS POLICE COMMUNICATIONS

Apply online at www.dallascityhall.com or
contact the Civil Service Office at 214-670-5915
Criticall Exam will be conducted on-site

911 CALL TAKER TRAINEE

Salary: \$33,382.00 - \$45,387.00 Annually -

Location: Downtown Dallas, TX

MINIMUM QUALIFICATIONS

EDUCATION:

High school diploma or GED

EXPERIENCE:

Two (2) years of customer service experience involving one (1) or more of the following: heavy phone contact; data entry/form completion; complaint resolution; processing orders/inquiries.

EQUIVALENCY(IES):

Forty-five (45) college semester hours plus one (1) year of the required experience will meet the education and experience requirements.

OTHER REQUIRMENTS:

- Availability to work varying shifts including nights, weekends, holidays and/or overtime.
- Must have own telephone or cellular phone.
- Must pass an intensive background investigation and drug test.
- Must obtain a Texas Commission on Law Enforcement (TCOLE) certification during probationary period.
- No FELONY or class A MISDEMEANOR convictions.
- No class B MISDEMEANOR convictions within the last ten (10) years.

KNOWLEDGE, SKILLS, ABILITIES:

Ability to view and read information on computer monitors and maps. Ability to remain calm under pressure and accurately enter data.

PREFERENCES:

Bilingual skills are a plus.

PERFORMANCE EXAM:

Exam covers data entry, memory recall, spelling, prioritization, map reading, cross-referencing, and call summarization skills. No time limit. Picture I.D. required. *Please note: The Criticall exam for this position can only be taken two (2) times within a twelve (12) month period.

POLICE DISPATCHER

Salary: \$39,937.00 - \$56,566.00 Annually

Location: Downtown Dallas, TX

MINIMUM QUALIFICATIONS

EDUCATION:

High school diploma or GED

EXPERIENCE:

One (1) year of experience in a public safety emergency call taking and/or dispatching position within a municipal, county, state, or federal regulatory agency *or* One (1) year of experience as an air traffic controller *or* One (1) year of experience as a sworn Police Officer.

LICENSE(S) and/or CERTIFICATION(S):

Must obtain Telecommunications Operator License from Texas Commission on Law Enforcement (TCOLE) within one (1) year of employment.

OTHER REQUIREMENT(S):

- No felony or class A misdemeanor convictions.
- No class B misdemeanor convictions within the last ten (10) years.
- No drug or domestic violence related convictions.
- Must pass intensive background investigation and drug test.
- Availability to work varying shifts including nights, weekends, holidays, and/or overtime.

KNOWLEDGE, SKILLS, ABILITIES:

- Effective oral and written communication skills.
- MS Office or similar software skills.
- Ability to type thirty-five (35) words per minute.
- Ability to remain calm in stressful situations.

PERFORMANCE EXAM:

The Criticall exam for this classification will remain as follows: Exam covers data entry, memory recall, spelling, reading comprehension, sentence clarity, prioritization, map reading, cross referencing, and call summarization skills. Time Limit of two (2) hours and thirty (30) minutes. *Please note: The Critical exam for this position can only be taken two (2) times within a twelve (12) month period.