



City of Moore

VACANCY ANNOUNCEMENT

Job Title: EMERGENCY COMMUNICATIONS LEAD DISPATCHER

***Open Date:** October 9, 2026

Closing Date: Open until filled

Pay Rate: \$55,710.40 – 70,716.89 (depending on experience)

Job Type: Full-time with benefits

Department: Communications/Dispatch at the Public Safety Center

JOB SUMMARY

Incumbents supervise and participate in all phases of the emergency communications program. Duties include overseeing Emergency Communications Dispatchers, scheduling, approving leave, reviewing work, identifying and providing training, and assisting with policy and operational improvements. The Emergency Communications Lead also performs full dispatching duties in support of public safety emergency services.

EDUCATION, EXPERIENCE, AND LICENSES

- High school diploma or equivalent (GED)
- Three years of public safety dispatch experience
- Possession of, or ability to obtain, a valid Oklahoma driver's license
- Possession of, or ability to obtain, Communications Officer I certification from the Association of Central Oklahoma Governments (ACOG)
- Possession of, or ability to obtain, Certified Training Officer certification from the Association of Central Oklahoma Governments (ACOG)
- Possession of, or ability to obtain, Emergency Medical Dispatch certification through Priority Dispatch
- Possession of, or ability to obtain, Emergency Medical Dispatch-Quality Assurance certification through Priority Dispatch

NOTE: Applicants must pass a written and/or oral board exam given by the Moore Police Department to advance to the interview process.

Selected applicants for this safety-sensitive position must pass a background investigation and drug test prior to employment and will be subject to random drug testing throughout employment.

Application and additional information about this job can be found at

<https://www.cityofmoore.com/911hiring>
or email dispatch-hiring@cityofmoore.com

If you require a reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to Christine Jolly, Director of Human Resources at hr1@cityofmoore.com or 405.793.5004.

City of Moore is an Equal Opportunity Employer

CITY OF MOORE

Job Description

Emergency Communications Lead Dispatcher

Job Code: 7315
Exempt: No
Department: Emergency Communications
Reports To: Emergency Communications Supervisor
Location: Public Safety Center/Communications Center
Date Approved: November 15, 2021

GENERAL DESCRIPTION OF POSITION

To supervise and participate in all operational phases of the emergency communications program. Incumbent will supervise activities and oversee work of Emergency Communications Dispatchers, including setting schedules, reviewing work, approving leave, determining training needs and providing training, assisting in policy development, and reviewing operations in order to make recommendations for goals, objectives, and improvements.

In addition, the Emergency Communications Lead will perform all dispatching duties in support of public safety emergency services; receive and route emergency and non-emergency telephone and radio calls; dispatch police, fire, and ambulance to calls for service; and operate a variety of communication equipment including radio, telephone, and computer systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Plan, prioritize, assign, supervise, and review the activities of the assigned division; oversee the work of Emergency Communications Dispatchers; monitor employee performance objectives; prepare employee performance reviews; provide or coordinate employee training; work with subordinate employees to correct deficiencies; implement discipline procedures. This duty is performed daily, approximately 30% of the time.
2. Review the work of subordinates to ensure compliance with departmental policies and procedures, participate and lead staff meetings to review departmental services, procedures and activities; coordinate staff schedules; ensure appropriate allocation of staff resources. This duty is performed daily, approximately 5% of the time.
3. Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures. This duty is performed as needed, approximately 5% of the time.
4. Recommend and assist in the implementation of goals and objectives; implement approved policies and procedures. This duty is performed as needed, approximately 5% of the time.
5. Participate in the selection of Emergency Communications personnel. This duty is performed as needed.
6. Prepare and present reports and other necessary correspondence; provide staff support to assigned department and other City personnel; approve reports and records; respond to and resolve difficult

and sensitive citizen inquiries and complaints. This duty is performed as needed, approximately 5% of the time.

7. Assist in developing training programs for Emergency Communications. This duty is performed as needed, approximately 5% of the time.
8. Receive emergency service calls from the public requesting law enforcement, ambulance, fire or other emergency service; determine nature, location and priority of emergency; dispatch emergency units as necessary; answer regular phone lines transferring, referring or receiving information. This duty is performed daily, about 10% of the time.
9. Monitor radio console with multiple channels and monitor 911 emergency lines; enter and cancel entries in the assigned system; monitor non-emergency lines and transfer calls to appropriate locations; operate various communication equipment in the performance of communication activities. This duty is performed daily, about 5% of the time.
10. Answer non-emergency calls for assistance; take reports over the telephone; answer and dispatch maintenance service emergencies during evenings, weekends and holidays; contact appropriate personnel for response. This duty is performed daily, about 5% of the time.
11. Monitor radio traffic from multiple radio channels; process all requests of police, fire, ambulance personnel on radio as needed; record and document by computer entry all calls dispatched; provide timely and accurate directions to public safety units responding to emergency calls; maintain daily log of all field calls and units dispatched. This duty is performed daily, about 5% of the time.
12. Operate the Mobile Command Vehicle and systems to support emergency responders in the field. This duty is performed as needed, about 5% of the time.
13. Operate the in-house computer system for call entries and inquiries; use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement, emergency medical and fire agencies; monitor and operate TDD as needed. This duty is performed daily, about 5% of the time.
14. Enter, update and retrieve information from NCIC and other criminal information systems relating to wanted persons, warrants, stolen property, vehicle registration, stolen vehicles and other information. This duty is performed daily, about 5% of the time.
15. Perform data entry of various records in to the computer system; validate all files entered in to the computer; enter impounds into the computer; release impounds. This duty is performed daily, about 2% of the time.
16. Assist in the creation and maintenance of departmental information, data files, and equipment. This duty is performed daily, about 3% of the time.
17. Good attendance is required. This duty is performed daily.
18. Works in a manner safe to the individual and other people; keeps work area clean and safe; follows safety rules and safe work practices; uses safety equipment as required. This duty is performed daily.
19. Maintain confidentiality of information. This duty is performed daily.
20. Perform any other related duties as required or assigned.

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction from the Police Chief and/or Communications Director where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also, to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a shift consisting of three to five Emergency Communications Dispatchers performing duties in the Public Safety Center.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and could possibly affect organization-patron relationship, involve re-work, or additional expenditures in order to properly resolve the error. The possibility of such errors would occur quite frequently in performance of the job. May also cause inaccuracies or incomplete information that would be used in other segments of the organization as a basis for making subsequent decisions, plans, or actions.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, and savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Normal working conditions as found within an office setting, wherein there is controlled temperature and a low noise level, plus a minimum of distractions.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; frequently required to reach with hands and arms; and occasionally required to stand, walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

ADDITIONAL INFORMATION

Knowledge of:

- Operations, methods, practices, and performance of emergency communications in support of public safety emergency services
- Modern office procedures, methods and equipment
- Principles of supervision, training and performance evaluation
- Principles and procedures of record keeping and basic report preparation
- Adult learning and training methods
- Basic principles and operation of computer databases and geographical information systems

Ability to:

- Perform emergency communications in support of public safety emergency services
- Supervise, train, and evaluate emergency communications dispatch staff
- Operate audio and visual presentation equipment
- Perform minor repairs to electronic equipment and computer software
- Operate portable telecommunications and electronic equipment in field situations
- Work a non-standard schedule, which includes different shift lengths, nights, weekends, required overtime, and on-call requirements.
- Must possess excellent communication skills and must possess fluent command of the English language, understand and use proper grammar, and be able to communicate clearly and effectively; to all levels of the organization, both verbally and in writing

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of public safety dispatch experience and have passed a written test and/or oral board exam given by the Moore Police Department.

Education:

High school diploma or equivalent (GED).

License or Certificate:

Possession of, or ability to obtain, a valid Oklahoma driver's license.

Possession of, or ability to obtain, Communications Officer I certification from the Association of Central Oklahoma Governments (ACOG).

Possession of, or ability to obtain, Certified Training Officer certification from the Association of Central Oklahoma Governments (ACOG).

Possession of, or ability to obtain, Emergency Medical Dispatch certification through Priority Dispatch.

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WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; occasional work in emergency public safety environment; exposure to emergency and disaster situations; working in and near natural and man-made disasters; exposure to inclement weather conditions; possible exposure to noise, dust, grease, smoke, fumes and gases when assisting in emergency calls; possible exposure to hazardous chemicals, high voltage and toxic materials.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time; general manual dexterity. Must be able to perform attached essential job functions.

Essential and other important responsibilities and duties require maintaining physical condition necessary for standing and sitting for prolonged periods of time; manual dexterity.

Employee must lift items such as supply boxes. Requires vertically transferring items weighing up to ten (10) pounds.

Employee must carry supplies from one location to another. Requires horizontally transferring items weighing up to ten (10) pounds.

Employee must sit at a workstation for periods of time. Requires a tolerance of seated posture for prolonged periods of time.

Employee must operate keyboard. Requires use of hands and fingers for inputting information into computer system.

Employee must view computer screen. Requires use of eyes to read computer screen continuously throughout the day.

Employee works in a City building at a workstation. Employee must tolerate working environment with inside controlled temperatures.