City of Moore

VACANCY ANNOUNCEMENT

Job Title: **EMERGENCY COMMUNICATIONS DISPATCHER I**
(multiple vacancies)

Open Date: October 16, 2026
Closing Date: Open until filled

Pay Rate: $49,388 – 53,051 annually (depending on experience)

Job Type: Full-time with benefits

Department: Communications/Dispatch at the Public Safety Center

JOB SUMMARY

The Emergency Communications Dispatcher receives incoming calls for police, fire, and emergency assistance; provides emergency communication services; gathers, receives, records, and disseminates information from police, fire, and other public safety offices and the general public to the appropriate party and/or agency; and performs a variety of technical dispatch duties in support of the emergency communications program for the City of Moore.

EDUCATION, EXPERIENCE, AND LICENSES

- High school diploma or GED required
- No experience required
- Must possess, or be able to obtain, a valid Oklahoma Driver's license

ADDITIONAL REQUIREMENTS

- ✓ Applicants must be at least 18 years of age on the first day of employment
- ✓ Applicants must be legally eligible to work in the United States
- ✓ Applicants must be able to pass an extensive background check
- ✓ Applicants must be available for shift work and required overtime
- ✓ Applicants must be able to type a minimum of 25 WPM

Selected applicants for this safety-sensitive position must pass an extensive background investigation and a 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 Comm. Dispatcher I

Job Code: **7313**
Exempt: No
Department: Emergency Communications
Reports To: Emergency Communications Supervisor
Location: Communications Center
Date Prepared: January 15, 2016
Date Revised: July 24, 2017

GENERAL DESCRIPTION OF POSITION

To receive incoming calls for police, fire and emergency assistance; to provide emergency communication services; to gather, receive, record and disseminate information from police, fire and public safety officers and the general public to appropriate parties and agencies; and to perform a variety of technical dispatching tasks in support of the communications program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. 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.

2. 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 20% of the time.

3. 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 20% of the time.

4. 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 10% of the time.

5. 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 10% of the time.

6. 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.

7. 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 5% of the time.

8. Assist in the creation and maintenance of departmental information, data files, and equipment. This duty is performed daily, about 5% of the time.

9. Good attendance is required. This duty is performed daily, about 5% of the time.

10. 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, about 5% of the time.

11. Maintain confidentiality of information. This duty is performed daily, about 5% of the time.

12. Perform any other related duties as required or assigned.

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

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 repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

SUPERVISORY RESPONSIBILITIES

None

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

Standardized. Accepted processes covered by well-defined standardized policies and procedures with supervisory review.

ANNUAL MONETARY IMPACT

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 where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional 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:

- Adult learning and training methods
- Basic principles and operation of computer databases and geographical information systems

Ability to:

- Type thirty-five or more words per minute
- Operate audio and visual presentation equipment
- Perform minor repairs to electronic equipment and computer software
- Operate portable telecommunications and electronic equipment in field situations

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:

No experience required

Education:

High school diploma or equivalent, plus additional technical training related to public safety dispatching and use of related equipment

License or Certificate:

Possession of, or ability to obtain, a valid Oklahoma driver's license may be required

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:

Employee must lift items such as supply boxes. Requires vertically transferring items weighing up to 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 temperature.

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