

Medina County Sheriff's Department is accepting applications for the following position:

JOB TITLE: 911 Communications Operator/Dispatcher

CLOSING DATE: Open until position is filled

JOB SUMMARY:

The 911 Dispatcher serves as the critical first point of contact for emergency and non-emergency calls. This position is responsible for receiving, prioritizing, and dispatching police, fire, and EMS services while maintaining calm, professionalism, and accuracy in high-pressure situations

KEY RESPONSIBILITIES:

- Answer incoming 911 and non-emergency calls promptly and professionally
- Assess situations quickly and determine appropriate response level
- Dispatch police, fire, and EMS units using radio and computer-aided dispatch (CAD) systems
- Monitor multiple communication channels simultaneously
- Maintain accurate records of calls and responses
- Coordinate with emergency personnel and other agencies
- Remain calm and composed during high-stress and critical incidents
- Paperwork entry as necessary

SKILL AND ABILITIES:

- Excellent verbal communication and clear diction
- Emotional resilience and stress management
- Strong attention to detail and organizational skills
- Ability to remain calm and professional in crisis situations
- Team-oriented with strong interpersonal skills

REQUIREMENTS:

- 18 years of age or older.
- High school diploma or GED.
- Valid Texas Driver's license.
- Good driving record.
- Good physical condition.
- No criminal record.
- Favorable background check.
- Able to work days or nights.
- Must be able to pass basic comprehension test (reading and writing)
- Must be able to pass a basic typing test

BEGINNING SALARY: Based on experience/qualifications.

Applications will be accepted Monday through Thursday from 8am-12pm and 1pm-4pm and Fridays from 8-12 & 1-3:

MEDINA COUNTY HUMAN RESOURCE OFFICE

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Medina County is an Equal Opportunity Employer