

SALARY & BENEFITS

Call Taker Salary \$30,275-\$57,415

Dispatcher Salary: \$34,289-\$65,051

Benefits

Medical Insurance

Dental Insurance

Vision Insurance

Life Insurance

Pharmacy Benefits

Retirement Plan



EXAM DESCRIPTION

CritiCall exam that will test data entry, memory recall, spelling, reading comprehension, sentence clarity, prioritization, map reading, cross referencing and call summarization.

CONTACT INFORMATION

Interested? Contact us to find out more!
We would love to have you on our team!

9-1-1 Call Taker starting pay:
\$40,658

One-time \$3,000 Bonus upon
completion of initial probation
\$150 Monthly Incentive upon
completion of successful
licensing.

you:

”

GET IN TOUCH



214-670-4498



www.dallascityhall.com
www.dallaspolice.net



1500 Marilla
Dallas, TX 75201



**FOLLOW US ON
SOCIAL MEDIA!**

@dpdcomm



**DALLAS POLICE
COMMUNICATIONS**



BECOME A 911 TELECOMMUNICATOR

.....
WWW.DALLASPOLICE.NET
.....

We take pride in the diversity of our
communications center.

CALL US FOR MORE INFO

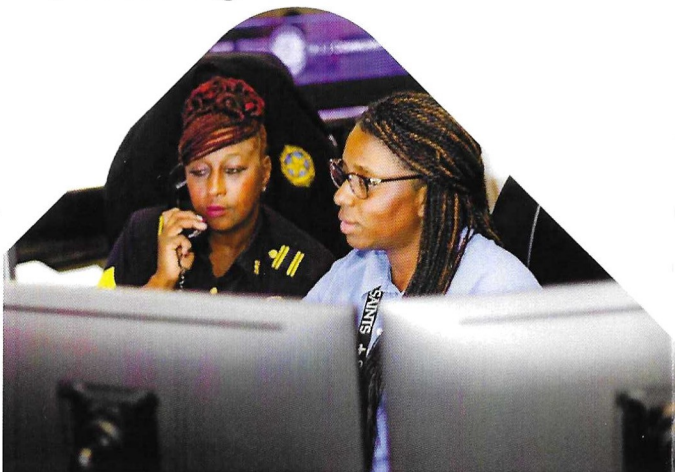
214-670-4498



TRAINING PROGRAM

It is the goal of the Training Unit to provide a comprehensive training program for Communications Trainees that allows an adequate opportunity for them to gain the skills and certifications necessary to perform the job. Upon successful completion of all phases of training, each trainee will be licensed by the Texas Commission on Law Enforcement (TCOLE).

The training comes in two phases, first a comprehensive classroom instruction. Second phase consists of each trainee working one-on-one with a Communications Training Operator to gain practical application of skills and knowledge.



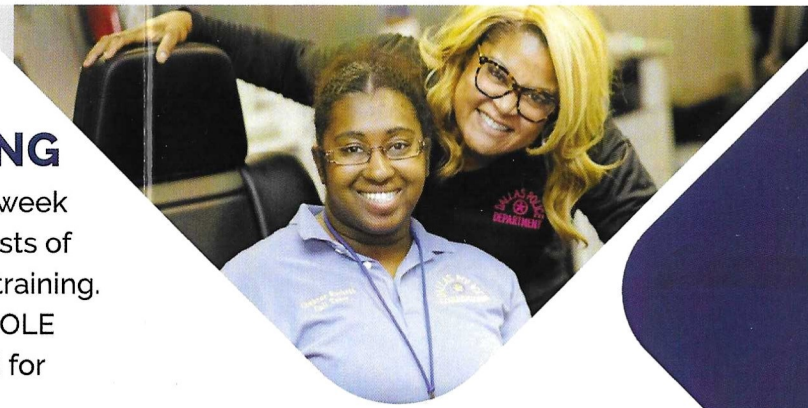
CLASSROOM TRAINING

Recruits will complete a twelve (12) week Telecommunicator Class which consists of classroom instruction and hands-on training. The text and course study follows TCOLE 1013 standards, which is the standard for providing a curriculum based on job responsibilities.

Empathy
Excellence
Equity
Ethics

ON THE JOB TRAINING

This phase consists of twelve (12) weeks on-the-job training with a Communications Training Officer (CTO) who will guide, direct, document, and give the trainees feedback on their performance. The trainee will work independently with a CTO conducting quality assurance on the trainee's performance.



MINIMUM REQUIREMENTS

You must met all of these requirements. Bilingual skills are a plus but not necessary.

- ✓ Two (2) years customer service experience involving high volume call taking, (100 calls per day)
- ✓ No felony or Class A misdemeanor convictions. No class B convictions within the last ten (10) years
- ✓ High School Diploma or GED
- ✓ 45 college semester hours plus 1 year of required experience meet the education and experience requirements.
- ✓ Availability to work varying shifts including nights, weekends, holidays and overtime.
- ✓ Pass an intensive background and drug screening
- ✓ Must have own telephone or cellular phone
- ✓ Must obtain TCOLE Certification during probationary period