

Dispatcher, Public Safety

WHO WE'RE LOOKING FOR

Do you have experience as an emergency services or transit dispatcher and/or 911 call taker? Join CapMetro and continue to put your skills to use for the good of your community!

The Public Safety Dispatcher reports to the Supervisor, Public Safety Dispatch. This position is responsible for radio dispatching of transit security officers to calls for service, monitoring transit security officer activities and locations and making accurate and concise data updates to the Computer Aided Dispatch computer system. This position will monitor and respond to suspicious activity reports and monitor transit system videos to support transit security operations.

WHAT YOU BRING

- High School Diploma or GED
- One (1) year of experience as an Emergency Services or Transit Dispatcher and/or 911 Call Taker.

Knowledge, Skills and Abilities:

- Knowledge of the operations of an Emergency Communications Center.
- Skill in oral and written communication.
- Skill in handling conflict and uncertain situations.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Ability to work in close quarters and to wear a headset.
- Ability to apply telephone interviewing techniques.
- Ability to quickly and accurately obtain appropriate information.
- Ability to learn and communicate transit police information.
- Ability to deal tactfully with the public and others.
- Ability to establish and maintain effective communication and working relationships with other Capital Metro employees and the public.

WHAT'S IN IT FOR YOU

- Work with a diverse, collaborative and energetic workforce whose focus is to bring innovation into the industry and how we serve our customers and team members.
 - Utilize our free and reduced fare transit service to get to the office and then plan to hit the gym (for free) and work with our onsite trainers, before heading back home.
 - If you have children between the ages of 6 months and 6 years old, enroll them in the onsite award-winning Child Care and Learning Center.
- ...and much more!

WHAT YOU SHOULD KNOW

Capital Metro is deeply committed to building a workplace where inclusion is not only valued but prioritized. We are proud to be an equal opportunity employer and committed to creating a welcoming and diverse environment. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, pregnancy, age, or any other protected

characteristic as outlined by federal, state or local laws. Capital Metro makes hiring decisions based solely on qualifications, merit, and organization needs at the time.

PAY RATE COMMENSURATE WITH EXPERIENCE

For more information and to apply, visit:

<https://capmetro.csod.com/ux/ats/careersite/1/home/requisition/444?c=capmetro>