



## AUSTIN COUNTY SHERIFF'S OFFICE TELECOMMUNICATOR

### CAREER SUMMARY:

Under direct and general supervision, receive requests for police, fire, and medical services. Dispatch and deploy public safety units and notify other support services. Operate various telecommunications equipment. Prepare reports and maintain files. Work any assigned shift, holidays, weekends, and additional hours, as needed for staffing and/or training purposes. Perform other related duties as required.

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### ESSENTIAL CAREER FUNCTIONS:

- Answer multi-line telephones including E 911 lines.
- Communicate effectively, courteously, and clearly in English, verbally and in writing; respond promptly, hearing within the normal range, to protect the safety of the public and responders.
- Communicate with hearing/speech-impaired citizens by operating specialized teletype equipment.
- Simultaneously listen to and comprehend telephone, radio, and interoffice communications while processing calls for service and transitioning quickly from one to another while maintaining proficiency and composure.
- Perform multiple tasks at one time, e.g., talking on telephone and directly inputting data into computer.
- Operate multi-channel public safety radio system, including interoperable communications with other agencies.
- Correctly process and record requests for police, fire, and medical services, utilizing direct entry into a computer-aided dispatch system.
- Document all activity, location, and status in the computer-aided dispatch system for public safety personnel; quickly and correctly disseminate any additional information and/or deploy support services.
- Read and accurately interpret electronic maps to locate, track, provide information to responders, and/or deploy units.
- Operate computer terminals to access information requested by public safety responders, the public, or other agencies, e.g., records management, TCIC/NCIC, jail management, etc.
- Simultaneously input, retrieve, and maintain information, reading from multiple computer screens and printouts, utilizing multiple keyboards.
- Work in a confined area for 12+ hours and remain seated for long periods of time entering data into various computer systems.
- Concentrate on assigned tasks through many distractions; while independently making and carrying out effective and timely decisions.
- Monitor and identify activations of various alarm/camera systems, following defined department protocols.
- Safely operate a wide range of equipment, e.g., door monitors and locks, printers, voice recorders, intercoms, weather monitoring devices, television monitors, copiers, document shredders, etc.
- Prepare reports, and maintain various files.
- Comprehend and apply state laws, county and departmental policies and procedures.
- Attend training schools/seminars and other related events, which may require travel (occasionally overnight).
- Maintain high level of confidentiality.
- Read and accurately interpret graphic material in print and computer formats; read and comprehend written materials in multi-font print formats.
- Must not pose a threat to the health/safety of self or others.
- Must be able to work as a team and individually.
- Remain aware of the security of the Public Safety Complex and immediately report any suspicious persons/activities to a supervisor.
- Competently perform under stress when confronted with emergency and critical situations.
- Must be able to work effectively without constant, direct supervision.
- Operate a county vehicle in a safe manner, when required.

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### ADDITIONAL DETAILS:

Customer service, multi-line telephone experience and direct computer entry is preferred, but not required. Must be thorough with job functions and team work. Must be able to lift up to 10-25 lbs., sit, twist, reach, bend, listen and talk frequently and lift 25-50 lbs. occasionally. Must successfully complete an application and provide applicable documents upon request or your application will be rejected. Must have a High School diploma or G.E.D. certification, a valid TX Driver's License and be a US Citizen in order to obtain TCOLE certifications. Must complete a computer based exam with an overall score of 75% and typing speed of 35 words per minute. Must pass a comprehensive background investigation. Note: not all applicants will have oral board interview. Must pass a psychological screening, drug screen and physical. Must complete all phases of training provided by Austin County Sheriff's Office and demonstrate proficiency in all assigned areas: 911/Call Taking, Fire/EMS, Records & Information, and Police dispatch. Required to obtain TX Telecommunicator License within one year of hire and complete TCOLE Basic Telecommunicator Proficiency Certification.

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### HOW TO APPLY AND SUBMIT APPLICATION:

Visit <http://www.austincountyso.org/index.php/careers/>

Communication Supervisor: Emilie Loeblein  
Austin County Sheriff's Office  
417 N Chesley St.  
Bellville, TX 77418.

Applications can be received by mail or in person. Starting pay \$17.48 an hour depending on experience. Paid holidays, paid vacation, health insurance and additional insurance plans available. Austin County and employees contribute to Texas County & District Retirement System (TCDRS). Position is open until filled. EOE

