

Job Title	Emergency Communication Officer
Closing Date/Time	Continuous
Salary	\$3,864.83 - \$4,223.21 Monthly \$46,378.00 - \$50,678.49 Annually
Job Type	Full-Time Regular
Location	810 South Stagecoach Trail, San Marcos, Texas
Department	Sheriff's Office

Description **Benefits**

If you are applying for a Sheriff's Office position, please review the instructions AND attach to the application.

For instructions please visit this [LINK](#).

Essential functions, as defined under the Americans with Disabilities Act, include the responsibilities, knowledge, skills, and other characteristics listed below. This list of responsibilities is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Summary

Under direct supervision, the Emergency Communications Officer assists citizens and Public Safety Personnel in requests for emergency and non-emergency service. An Emergency Communication Officer receives requests for assistance via 911 or non-emergency phone lines, evaluates the type of assistance needed, dispatches appropriate public safety personnel (Police, Fire, EMS) through the use of a complex public safety radio system and then provides the caller with pre-arrival instructions. The ability to communicate effectively, multi-task and make sound decisions within a high stress environment is essential to satisfactory position performance. This position requires skilled use of a computer aided dispatch system (CAD), a complex radio system and multiple computer databases/software. This position serves as the communication link between the public and public safety personnel. The effectiveness of the employee's work affects communication operations and the well-being of the public and public safety personnel. This employee must have a good work ethic, meet deadlines, and have good attendance, including be available to work all shifts, including but not limited to day/swing/night, weekends, holidays and mandatory overtime as needed; as well as modify work hours when required and attend mandatory meetings and training outside of normal work hours. The employee must be punctual, reliable, have honesty, integrity, be free from moral turpitude, have a proper attitude, and must represent Hays County

Sheriff's Office in a professional courteous manner via personal, telephonic and written means. This employee must be able to maintain the confidentiality of information.

Individuals in this position serve at the pleasure of the current elected official.

Responsibilities:

- Answer incoming 911 calls and non-emergency calls for service
- Determine the urgency and priority of each event and coordinates the appropriate level of response to protect the safety of the caller and emergency responders
- Enter call details into the CAD system and prepare information for dispatch
- Provide all pertinent information to responding units
- Provide pre-arrival medical and fire instructions by utilizing Emergency Medical/Fire Dispatch protocols
- Maintains contact with callers while dispatching calls to appropriate responders
- Exhibits good judgment and decision making skills
- Provides information via alpha page to update personnel as required or when requested
- Receives, interprets, and processes information from public safety personnel in various entities, agencies or divisions and notifies other agencies for assistance as needed.
- Exceptional skill in assessing, evaluating, and prioritizing incidents; acting in accordance with the level of urgency necessary for the circumstance
- Exceptional skill in providing instructional aid and guidance to callers
- Exceptional skill in developing and maintaining effective and ethical interpersonal relations
- Exceptional skill in workload organization to enable multiple functions to be completed on time
- Exceptional skill in maintaining calm demeanor during emergencies
- Exceptional skills reading maps quickly and accurately and provide accurate directions as required
- General skill in interacting with several people from varying agencies simultaneously
- General skill in following both oral and written instructions
- General skill in operating standard office equipment, such as copiers, calculators, telephones.
- General skill in operating emergency communications equipment, such as computer-aided dispatch system (CAD), a complex radio system, computerized phone systems, and an extensive mapping system
- General skill in establishing and maintaining cooperative, effective and productive working relationships using tact, patience and courtesy with supervisors, co-workers, vendors, outside agencies, and the general public
- Utilize a complex radio system to dispatch for various public safety agencies
- Performs queries using TLETS/NLETS and other record management systems
- Utilize multiple complex computers systems and programs where some may require specialized training
- Utilize a complex filing system to manage various records and confirm the record is valid. This includes but is not limited to records for Hays County warrants, stolen property, missing person, criminal trespass warning, and protective orders
- Complete entries using the Texas and National Criminal Information Center System. (TCIC/NCIC)
- Requires the employee to be able to render credible testimony in any court proceeding to include Justice Courts, County Courts, District Courts and any U.S. Federal Court
- Performs other duties as assigned

Supervision

- The Emergency Communications Officer is required to satisfactorily perform the above duties and will be evaluated from an overall standpoint in terms of feasibility, compatibility, and effectiveness
- This position does not supervise any personnel

Education and/or Experience:

- Requires a High School Diploma or GED

Other Qualifications, Certificates, Licenses, Registrations:

- TCIC/NCIC certification within 6 months of employment
- TLETS/NLETS certification within 1 year of employment
- Basic Telecommunications license within 1 year of employment
- 9-1-1 equipment training within 6 months of employment
- TDD training within 6 months of employment
- Emergency Medical/Fire Dispatch certification within 6 months of employment
- CPR certification within 1 year of employment
- Ability to meet continuing education requirements
- Must successfully complete prescribed training program and attend all assignment training courses
- Required to obtain a 70% or higher on a computerized skill based proficiency assessment
- Class C TX Driver's License
- Must be 18 years of age