



City of Friendswood

Communications Operator (Recruit and Certified) **(Salary Range: \$21.50/hour - \$26.38/hour)**

The City of Friendswood is currently hiring for full-time **Communication Operators**, with the Police Department. This position serves as a vital support network for the Friendswood Police Department. Employees in this division act as the liaisons between the public and the department, performing the essential duty of answering emergency and non-emergency calls.

DUTIES:

- Monitor and operate emergency and non-emergency service telephones and radio communications systems to dispatch police officers, fire department, emergency medical services, animal control officers, and other city personnel within the city of Friendswood.
- Operate and monitor local, state, and national crime information computer systems including TLETS/NLETS, TCIC/NCIC, OSSI, to assist public safety personnel in performing their duties.
- Verify location and seriousness of each incident and the response needed by answering telephones.
- Taking messages, and/or answering questions from remote units; coordinate police, fire, medical, and other emergency requests as appropriate.
- Provide Emergency Medical Dispatch pre-arrival instructions for Emergency Medical Service (ambulance) calls.
- Data entry for all calls for service and other events as required. Data entry/information retrieval from programs to include: amber alerts, silver alerts, email, excel spread sheets, word documents, Computer aided dispatch, records management system, jail management system, and mobile data computers.
- Monitor interior and exterior camera systems. Federal Signal Emergency Alert Siren system activation. Greater Harris County 9-1-1 Network computer system including emergency notification system (N.E.W.S.).
- Work with computerized mapping systems and printed maps.
- Maintain electronic and paper logs of law enforcement related transactions.
- Establish and maintain effective working relationships with Police and other law enforcement personnel, Volunteer Fire and Emergency Medical personnel, Animal Control Officers, other city departments, and with citizens as required.

REQUIREMENTS:

- Required skills include speed typing (44wpm), operation of radio, telephone, CRT, and related communications equipment.
- Strong communication skills and clear diction are required.
- Experience in public safety function, data entry and filing are preferred.
- Bi-lingual skills (Spanish/English) are encouraged, but not required.
- Applicants must be U.S. citizens.
- Applicants must be able to work a flexible work schedule, which will include working all shifts, weekends, and holidays.
- High school diploma or GED; minimum of 18 years of age;
- valid Texas Driver's License;
- No family violence convictions; no class A misdemeanor or felony convictions; no class B misdemeanor conviction within the last ten (10) years; not ever been on court-ordered community supervision or probation for any criminal offense above the grade of a B misdemeanor; not been on court-ordered community supervision or probation for a B misdemeanor within the last ten (10) years from the date of the court order.

PLEASE CHECK YOUR SPAM EMAIL ACCOUNT FOR EMAILS REGARDING INFORMATION ON HOW TO COMPLETE YOUR BACKGROUND PACKET

This position may require 24 hour availability in emergency situations

To apply please log on to www.friendswood.com.

The City of Friendswood is EOE/ADA and participates in E-Verify.

For questions please call at 281-996-3200