

POSITION TITLE: 911 Public Safety Telecommunicator
DEPARTMENT: Comanche County Sheriff's Office
JOB STATUS: Full-time
FLSA CLASSIFICATION: Non-Exempt
DIVISION: Support Services
IMMEDIATE SUPERVISOR: 911 Communications Supervising Manager
STARTING PAY: \$19.00 per hour

Job Summary: Primary duties consist of operating the communications console, teletype network and computer system, input of dispatch related information. Additionally, to provide timely and accurate transmittal of information and messages received regarding police operations, EMS and public information. The work involves extensive contacts with law enforcement officers, emergency services and fire department personnel providing other municipal and county services, and the general public. This is a position that has a tremendous amount of responsibility to be able to act and react in a safe, efficient manner for the protection of life and property.

ESSENTIAL JOB FUNCTIONS

- Answers, evaluates and prioritizes incoming emergency calls; communicates effectively with various callers to obtain complete information to determine urgency and need for dispatching police, fire and/or medical response using a computer aided dispatch (CAD) system, telephones, multi-channel radio, TDD (text telephone device for hearing/speech impaired), numerous computer databases and maps.
- Receives, coordinates and disseminates critical information from various sources and maintains radio contact with field units to monitor response, progress and needed support.
- Simultaneously maintains close contact with field units; communicates with department employees, other law enforcement and criminal justices' agencies, emergency service providers and the general public to obtain and disseminate information; monitors radio traffic of other agencies.
- Enters, updates, requests and transmits information from a variety of sources to maintain current, accurate records or to access databases for information, warrant checks and/or driver's license and vehicle registration checks.
- Performs entries and inquiries in computer database related to warrants, protective orders, stolen guns and articles, vehicles, boats, vehicle/boat parts; monitors teletypes and broadcasts and disseminates appropriately; transmits warrant and other confirmations and responds to pick-up notices; and removes warrants and other entries from the database and maintains records of all warrants and other entries.
- Makes effective decisions and uses problem solving based on a limited amount of information in crisis or emergency situations; obtains information related to possible dangers on the scene such as weapons, narcotics, mental conditions and alcohol; tracks changing locations and maintains contact with caller; sends additional units when needed.

- Greets visitors in person in order to provide assistance or refer to the appropriate staff member or division.
- Classifies and prioritizes calls to establish and coordinate the proper public safety response.
- Performs detailed work with a high degree of accuracy during stressful situations.
- Accurately understands various transmissions and transcribes information from one source to another in a timely manner.
- Reads and interprets maps for the public, field personnel and other law enforcement/criminal justice agencies in order to assist in locating certain geographical areas; interprets telephone or radio call locations from maps by applying knowledge of the State highway system and geography in order to provide appropriate and timely assistance.
- Greets visitors in person; provides assistance or refers to the appropriate staff member or division.
- Provides back-up coverage for the department operator and monitors entrance ways to allow access to visitors.
- Performs other duties as assigned within the scope of this department.

POSITIONS SUPERVISED None.

There is significant independent work in day-to-day operations. Work will be reviewed during and after the shift. Due to the nature of Public Safety work, the potential for error to result in injury or death to others is copious. Typically, supervisor intervention includes jurisdiction questions, data entry issues, procedural questions, computer equipment problems, and citizen complaints

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job the employee is regularly required to perform light to medium work that involves extended periods 8 hours to 16 hours of sitting, viewing monitors and/or talking on the telephone or radio simultaneously, walking to and from the lobby, supply closet or entry/exit doors, use the computer keyboard and mouse, use hands to finger, handle, or feel, reach with hands and arms, talk and hear, stand, walk, and stoop, or crouch. Work is generally performed in a climate-controlled office with minimal exposure to outdoor weather conditions. The employee is occasionally required to lift chairs or cleaning equipment, push chairs or cleaning equipment, pull chairs or cleaning equipment, or carry cleaning equipment, manuals, office supplies, or chairs up to thirty-five (35) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. This position may be exposed to pleasant and unpleasant conditions, odors and light.

ENVIRONMENTAL CONDITIONS

The facility is operated 24/7 hours a day, therefore, shift assignments may include days, evenings, nights, weekends and holidays and you must be able to work any of our time shifts. Shifts are 7 a.m. to 3 p.m., 3 p.m. to 11 p.m., or 11 p.m. to 7 a.m. with two consecutive days off during the week. Due to the unpredictable and critical nature of the work, must be willing and available to work additional hours

beyond assigned shifts, sometimes with little or no notice. Position is considered essential and may require dispatch personnel to report during events of natural and manmade disasters including but not limited to having to travel to and from duty assignment in hazardous conditions including but not limited to inclement weather. The usual and customary methods of performing this job require the following: ability to work in a fast paced, high-intensity work environment efficiently and effectively with frequent interruptions. Work in close proximity with others and often exposed to sounds and noise levels that are distracting. Work includes exercising punctuality, backing up other dispatcher positions when required due to breaks, vacations, staff shortages and illnesses. Work is shifting work with an assigned shift change after training or as necessary for staff shortage, vacation fill, illnesses, breaks.

CONTACT WITH OTHERS

Frequent contact with the general public, local law enforcement personnel, law enforcement from surrounding agencies to include State and Federal agencies, EMS and fire department personnel, county and city judicial officials, animal control, public works personnel.

Exchange emergency and routine information with other dispatchers, Supervisors and Administrative personnel to keep all employees aware of situations that may or may not directly impact job duties.

EDUCATION AND EXPERIENCE

High school diploma or G.E.D. certificate; prefer one year as dispatcher or related experience. Computer knowledge desirable. On the job training will be provided. Must participate in training schools made available, as required by 911 Dispatch Manager and the State of Texas.

MINIMUM QUALIFICATIONS

Formal Education: HS Diploma or GED required; Formal education in human services or criminal justice desired.

Related Experience: One year or less experience. Experience in criminal justice or related field or any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job as determined by the Sheriff.

Certification/License: Basic TCOLE Telecommunication License before one year of employment or termination will occur.

KNOWLEDGE REQUIRED

- Knowledge and functions of the dispatch console.
- Knowledge of the principles and practices of emergency and non-emergency call taking and dispatching.
- Required to establish and maintain a working knowledge of all laws and ordinances enforced in the County.
- Knowledge of human behavior and performance; individual differences in ability, personality and interests; learning and motivation; and treatment of behavioral and affective disorders.
- Knowledge of human behavior and human psychology in an emergency situation.
- Exceptional knowledge of professional telephone etiquette and customer relations.
- Exceptional knowledge of radio procedures.
- General knowledge of basic office equipment.

- Effective knowledge of the Texas 911 system and equipment.
- General knowledge of Comanche County, the cities within Comanche County and the Comanche County Sheriff's Office policies, and procedures.
- General knowledge Comanche County's geography and its major roadways, hospitals, schools, and other highly populated landmarks.

SKILLS and ABILITIES REQUIRED

- 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.
- Work closely with others in a compatible and mutually supportive way with a teamwork concept.
- Exceptional skill in interacting with people in stressful emergency and non-emergency situations.
- General organizational skills.
- Ability to speak clearly and concise on the radio and telephone.
- General skill to coordinate and communicate firmly with diverse, demanding, and sometimes hostile people while maintaining contact and monitoring status of responders.
- Ability to accurately hear and simultaneously document information verbally provided using the computer aided dispatch (CAD) logs.
- Ability to have 20/20 vision with or without corrective lenses.
- Ability to communicate clearly and concisely both verbally and in writing.
- Ability to remain calm and professional while questioning callers who may be verbally abusive emotionally upset, uncooperative or frightened.
- Ability to work in a high stress and structured environment.
- Ability to take direction, work independently and as part of a group.
- Ability to monitor weather radar or closed-circuit television cameras.
- Must possess the ability to speak and record information using acceptable English grammar and spelling.
- Must be able to type 30 wpm or greater.

PRE-EMPLOYMENT REQUIREMENTS

- Has to meet the minimum standards set by the Texas Commission of Law Enforcement (TCOLE) to qualify for licensure as a Telecommunicator in Texas:
- Citizen of the United States of America.
- Earned a high school diploma or a GED.

- Have never been convicted, pled guilty, nor have been on court-ordered community service/probation or deferred adjudication for a Class A misdemeanor or a felony.
- During the last 10 years, have not been convicted, pled guilty, been on community service/probation or deferred adjudication for a Class B misdemeanor in this state, other state, or while serving in the military.
- Have never had a military court martial that resulted in a dishonorable or bad conduct discharge.
- Minimum age of 18.
- Class C TX Driver's License
- Must never have been convicted of a family violence offense of any level
- Ability to read and write the English language.
- Successful completion of (180) one hundred eighty days probationary training period.

REQUIRED LICENSES AND CERTIFICATES

TCIC/NCIC certification within 6 months to 1 year of hire.

Texas Law Enforcement Telecommunications (TLETS) and National Law Enforcement Telecommunications (NLETS) certification within 1 year of hire. TDD and 9-1-1 equipment training within 6 months of employment.

Must complete NIMS IS-100, ICS-200, and IS-700 within 1 year of hire.

Must complete 24-hour course of Crisis Communications and CPR within 1 year of hire.

SPECIAL CONDITIONS

The Personal History Statement and Comanche County Sheriff's Office Application must be filled out completely, notarized with all required paperwork turned in to the Comanche County Sheriff's Office. The Personal History Statement and Employment Application can be obtained at www.co.comanche.tx.us under the employment opportunities.

Background Investigation: All candidates for employment with the Sheriff's Office undergo a comprehensive background investigation prior to being made a final offer. The investigation may include but is not limited to a records check, credit review, verification of credentials, and interviews with personal and professional references.

Required Testing: Candidates must take and pass a standardized aptitude test and polygraph. Typing a minimum of 35 wpm. Dispatchers must pass a Texas Commission on Law Enforcement test to be certified before completion of one year of employment or termination will occur.

Psychological Evaluation: To meet the minimum standards set by the Texas Commission of Law Enforcement (TCOLE) a psychologist interviews and tests the candidate using various cognitive assessments. The Psychologist summarizes the clinical impressions and makes recommendations regarding the candidate's overall psychological makeup and compatibility with the position.

Medical/Physical Screening: To meet the minimum standards set by the Texas Commission of Law Enforcement (TCOLE) a physical and drug testing exam is conducted by an employer approved Physician. A pre-employment drug screening test is in accordance with the Comanche County Sheriff's Office intent and commitment to provide a drug-free workplace.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the job requirements change.

Should you be selected for an interview, you will receive a phone call with all the necessary information for scheduling and attending your interview

EMPLOYEE: _____

Date: _____