



Mathis Police Department
214 N. Nueces Street
Mathis, TX 78368



Mathis City Hall
411 E. San Patricio Avenue
Mathis, TX 78368

Telecommunications Operator

Job Purpose

Under direction, receives and responds to telephone or other electronic requests for emergency assistance, including law enforcement, fire, medical, or other emergency services and/or dispatches appropriate units to response sites; does related work as required.

Duties and Responsibilities

Works under the general direction in accordance with applicable State Laws and departmental rules, regulations and policies; requires ability to plan and perform operations and complete assigned tasks according to a prescribed time schedule.

- Use a computer-aided dispatch system (CAD).
- Receive emergency calls from the public requesting police services.
- Determine the nature and location of emergencies; determine priorities, and dispatch police as necessary and in accordance with established procedures.
- Receive and process 911 emergency calls.
- Maintain contact with all units on assignment; maintain status and location of police officers.
- Answer non-emergency calls for assistance.
- Enter and retrieve information quickly from a variety of local and automated law enforcement systems.
- Receive requests for information regarding vehicle registration, driving records and warrants and provide pertinent data.
- Operate a variety of communications equipment including radio consoles, telephones and computer systems.
- Provide the public with basic safeguard instructions in dangerous conditions prior to arrival of trained police personnel.
- Maintain accurate call information.
- Ability to work any shift assigned, to include mandatory, scheduled or unscheduled overtime.
- **Additional duties may be assigned by the supervisor.**

Qualifications

- Effectively relate to persons that are contacted in the course of work.
- Must have the ability to perform in stressful situations.
- Must have excellent verbal and written skills.
- Must be able to work rotating shift assignments as required, which may include nights, weekends and holidays.

Experience and/or Certification Requirements

- High School Graduate or Equivalent.
- Valid Driver's License.
- After hire, employees in this classification are required to successfully complete TLETS/OMNIXX, TDD, and TLETS and maintain certifications.

Working Conditions

- A flexible work style, including the ability to work mandatory overtime shifts, nights, weekends and holidays
- Successfully work with individuals from diverse backgrounds and professions
- Strong computer skills with proficiency in a variety of word processing, spreadsheet and database applications
- Ability to understand, interpret and communicate complex issues, laws, policies and procedures
- Maintain composure in difficult situations
- Ability to work effectively with co-workers, the public, and others by sharing ideas in a constructive and positive manner;
- Maintain a high level of confidentiality, and work under pressure and in highly stressful situations.
- Assist citizens and visitors to the Police Department by monitoring the lobby area and directing to appropriate personnel.

Physical Requirements

While performing duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to walk, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City of Mathis retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

Direct Reports

Does the Job require the supervision of other employees? NO

JOB CLOSES: 05/09/25 – 8am

JOB TYPE: Full-Time

PAY: \$14/Hour

BENEFITS:

- Dental Insurance
- Health Insurance
- Life Insurance - \$15K paid by City
- Paid Time Off
- Vision Insurance
- Retirement Plan
- Long Term Disability
- Short Term Disability
- Holiday Pay

SCHEDULE:

- 12-Hour Shift
- Day Shift
- Night Shift
- Holidays
- Monday to Friday
- Weekends as Needed

WORK LOCATION: In Person

APPLY on the City of Mathis website by going to:

<https://www.cityofmathis.com/jobs.aspx>

Download the Telecommunications Operator Application. Once completed, email to hr@cityofmathis.com. For any questions or issues email hr@cityofmathis.com.

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