



**LINDALE POLICE
DEPARTMENT**

P.O. Box 130 Lindale, TX 75771

(903) 882-3313

policerecruiting@lindaletx.gov

Job Opening Announcement

Position: Telecommunicator

GENERAL RESPONSIBILITIES

The Telecommunicator is responsible for the operation of the Lindale Communications Center. This includes but is not limited to answering emergency and non-emergency phone calls, provides dispatch and other communication support services for situations involving police, fire, emergency medical and other city public safety responders. This position will report to the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS

Answering emergency and non-emergency phone calls for Police, Fire and EMS in a calm, distinct voice. Make necessary connections and/or notify the proper agency of any calls for service received by the Police Department. Log all information on incoming calls and keep accurate records of such information.

Monitor radio traffic with all agencies involved and supply a steady stream of accurate and factual information to all parties involved. Operate several different computers, including a law enforcement terminal connected to State and Federal records.

Assists in enduring the operational readiness of all 911/Communications equipment related to 911 telephone system, radio systems, and the department's computer aided dispatch system (CAD). Advise supervisor of radio issues that need repair.

Receives Public Information Act requests from the public and other agencies, related to 911 calls and report information.

Queries, enter, modifies, and clears information in local, state, and national computerized databases such as TLETS, TCIC, NCIC, CIS and Flock pertaining to arrest warrants, driver records/history, criminal histories, and stolen property.

Performs other duties as assigned.

REQUIRED KNOWLEDGE

Emergency Communications Management - Knowledge of 9-1-1 Communications policies and procedures including the operation of a 24/365 operations of an emergency communication center and public safety communications environment. Knowledge of public safety functions and concerns.

Customer Service – Knowledge of principles and processes for providing customer services and dealing with the public in high stress and normal situations.

Geography– Knowledge of the City of Lindale boundaries, landmarks, public buildings, and the resources available to determine the location of incidents.

REQUIRED SKILLS

Judgement and Decision Making – Uses logic and reasoning to analyze, understand, and evaluate complex and stressful situations. Identifies the strengths and weaknesses of alternative approaches or solutions.

Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees in the city at all levels and outside agencies.

Computer Skills – Must be able to type a minimum of 35 words per minute. Utilizes a personal computer/console with word processing, spreadsheet and related software with speed and accuracy.

REQUIRED ABILITIES

Communication – Excellent ability to communicate complex ideas and proposals effectively so others will easily understand and comprehend reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented both verbally and in writing.

Coordination of work – Ability to plan and organize daily work routine and establish priorities for the completion of work.

Education and Experience

Requires a high school diploma.

Additional Requirements

Requires the successful completion of a comprehensive background check to include a local, state, and federal criminal history check, sex offender registry and credit check. Must be a US citizen.

Requires satisfactory results from a medical, psychological evaluation, pre-employment substance abuse test and any other Texas Commission on Law Enforcement regulations. Subject to random alcohol and substance abuse testing.

Required to obtain and maintain CPR, NCIC, TCIC, CJIS certifications as a condition of employment.

PHYSICAL REQUIREMENTS

Requires the ability to exert light physical effort.

Some lifting, carrying pushing and/or pulling of objects and materials of light weight (5-10) pounds.

Tasks may involve extended periods of time at a keyboard or workstation.

SENSORY REQUIREMENTS

Some tasks require the ability to perceive and discriminate sounds and visual cues and signals.

Tasks require the ability to communicate orally.

FLSA: Non-Exempt

Salary range: \$21.05 (\$43,784.00) – \$24.11 per hour (\$50,148.80)