

AN EQUAL OPPORTUNITY EMPLOYER

JOB TITLE: COMMUNICATIONS OPERATOR

SALARY (FLSA-nonexempt):

Entry Level - \$54,347.41
1 Year - \$55,353.02
2 Year - \$59,625.63

This is professional work involving the skillful and prompt operation of a 911 PSAP (public safety answering point) and communications center. The communications center serves the Sheriff's Office, other law enforcement agencies, fire protection agencies, and other emergency responders in Potter County. A Communications Operator is responsible for the receipt, processing, and transmission of radio, telephone, and teletype messages. Disposition of calls is completed in accordance with established procedures, however, a Communications Operator must exercise judgment using knowledge of the safety services, protection systems, and geographic layout of the county. The Communications Operator is responsible for operation of communication equipment in accordance with FCC directives and Office policies. Work is in an office environment.

EXAMPLES OF TASKS PERFORMED:

1. Answers all 9-1-1 emergency calls and handles each call according to the incident in relation to regulations, policies, procedures, and laws.
2. Answers incoming telephone calls, receiving requests for services or information.
3. Connects incoming calls to appropriate offices, providing routine information, or taking other appropriate action.
4. Receives and relays various types of alarm calls.
5. Maintains radio contact with mobile law enforcement units, fire units, and other emergency responders in Potter County.
6. Dispatches patrol personnel to investigate incidents or in response to requests for police and other emergency personnel as required.
7. Receives reports from mobile units.
8. Makes diligent and timely entries in to the CAD, keeping track of unit comments and movements.
9. Operates teletype (TCIC/NCIC) entering, confirming, or clearing warrants, entering or clearing stolen items, disseminating system messages and other entries.
10. Maintains certifications to remain compliant with TCIC/NCIC standards.
11. Complies with FBI-CJIS policies.
12. Understands and effectively uses 9-1-1 equipment and programs.
13. Maintains professionalism with all callers and units.
14. Assists in training new employees.
15. Performs other related work as assigned.

REQUIREMENTS:

1. Must be 18 years of age
2. Must be a US citizen
3. Must have graduated high school or completed GED
4. Must possess a valid Texas driver's license
5. Must not have been convicted of a Class B misdemeanor within the last ten years
6. Must never have been convicted of a Class A misdemeanor or Felony
7. Must never have been convicted of a family violence offense of any level
8. Ability to read and write the English language
9. Successful completion of (180) one hundred eighty days probationary training period
10. Must become licensed as a Telecommunicator by TCOLE (training provided)
11. Ability to respond to pages, telephones, two-way radios, and other auditory stimulation
12. Ability to remain calm under stress.
13. Ability to endure long periods of sitting.
14. Ability to quickly assimilate information and implement an appropriate course of action.
15. Ability to do multiple tasks simultaneously.

16. General office skills and knowledge, typing 45 words per minute, filing and computer operations.
17. May be subject to frequent repetitive motion such as typing, data entry and extended vision of monitors.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Working knowledge of computer terminals, radio and telephone communications equipment, and 9-1-1 equipment.
- Knowledge of the street system and geography of the county and adjacent areas or the ability to acquire such knowledge during a reasonable period of training.
- Ability to think and act quickly, accurately and calmly in emergency situations.
- Ability to develop, within a reasonable training time, skill and speed in the operation of telephone, radio, teletype and related communications equipment together with a knowledge of police safety functions and procedures.
- Ability to perform multi-tasks simultaneously.
- Ability to tolerate confinement to work area during entire shift.
- Ability to maintain privileged or confidential information.
- Ability to deal courteously with and maintain working relations with the public, other county offices, and other law enforcement agencies.

APPLICATIONS WILL BE ACCEPTED UNTIL FILLED

POTTER COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISIONS OF SERVICES.