

POTTER COUNTY SHERIFF'S OFFICE

EMPLOYMENT OPPORTUNITIES

AN EQUAL OPPORTUNITY EMPLOYER

The Potter County Sheriff's Office is seeking a qualified individual to fill the following position. If you are interested in this position and feel that you are qualified, you may can submit an application at www.pottercountysheriff.org. Applicants will be interviewed only if they meet the necessary qualifications.

JOB TITLE: COMMUNICATIONS OPERATOR

SALARY: \$44,444.88 Annually

DEPARTMENT: SHERIFF

DIVISION: SERVICE

POSITION: COMMUNICATIONS OPERATOR

SUPERVISOR: CORPORAL, COMMUNICATIONS

JOB DESCRIPTION:

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, transmission, and storage of radio, telephone, and teletype messages. Disposition of the calls is completed in accordance with established procedures; however, an employee must exercise judgment using knowledge of the safety services, protection systems, and geographic layout of the county. The employee is responsible for operation of communication equipment in accordance with FCC directives and Office policies. Work is in an office environment.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents in this position. Incumbents may not be required to perform all duties in this description and incumbents may be required to perform position-related tasks other than those specifically listed in this description.

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; connects incoming calls to appropriate offices, providing routine information, or taking other appropriate action; receives and relays various types of alarm calls.
3. Maintains radio contact with mobile Law Enforcement units, fire agencies, other emergency responders in Potter County and other law enforcement agencies; dispatches patrol personnel to investigate incidents or in response to requests for police and other emergency personnel as required; receives reports from mobile units
4. Makes diligent and timely entries in to the CAD. Keeping track of unit comments and movements.
5. Operates teletype (TCIC/NCIC); confirming or clearing warrants, entering warrants, entering or clearing stolen items, disseminating system messages and other entries.
6. Maintains certifications to remain compliant with TCIC/NCIC standards. Operates in compliance with FBI-CJIS policies.
7. Understands and effectively uses PR911 equipment/programs including; Power 911, IP25 Radio console, Higher Ground, and Text to 911.
8. Researches and resolves information needed, as an incident response, related to home ownership, livestock ownership, and criminal histories.
9. Maintains professionalism with all callers and units.
10. Assists in training new employees.
11. Performs other related work as assigned.

REQUIREMENTS:

1. Must be at least (18) eighteen years of age.
2. High school graduate or equivalency.
3. Must possess a valid Texas Driver's license.
4. Must never have been convicted of a Felony or a Class A misdemeanor.
5. Must not ever have been on court ordered community supervision or probation for any criminal offense above the grade of Class B misdemeanor or a Class B misdemeanor within the last ten years of the court order and never been convicted of a family violence offense.
6. Successful completion of (180) one hundred eighty days probationary training period
7. Must be licensed by TCOLE as a Telecommunicator, or be able to complete TCOLE required training and become licensed.
8. Freedom from hearing or speech defects.
9. Ability to read and write the English language.
10. Ability to respond to pages, telephones, two-way radios, and other auditory stimulation
11. Ability to remain calm under stress.
12. Ability to endure long periods of sitting.
13. Ability to quickly assimilate information and implement an appropriate course of action.
Ability to evaluate and interpret information and make independent decisions.
14. Ability to do multiple tasks simultaneously.

15. General office skills and knowledge, typing 45 words per minute, filing and computer operations.
16. Must have a working home or mobile telephone.
17. Must be available for call out.
18. 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 OR RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISIONS OF SERVICES.