

City of Humble
Job Posting
Telecommunicator- Full Time

Date Posted: May 6, 2014

Department/Location: Police Department-Telecommunicator (Essential Position)
310 Bender Ave – Humble, TX 77338

Hours: TBD-Some Overtime may be required

Posting Deadline: Open Until Filled

Position Objectives: Answers telephone calls made to 9-1-1 emergency and non-emergency phone lines to determine if the call requires Police, Fire, EMS or other agency response. Provides appropriate information or assistance as required by the nature of the call. Utilizes technical software applications for call answering, entering, assigning, and announcing via radio equipment. Utilizes mapping technologies from phone equipment and Computer Aided Dispatch (C.A.D.) to ensure calls are entered timely and accurately. Prioritizes and dispatches appropriate resources for Police, Fire and EMS operations. Refers reports and/or complaints to either agency by trunked radio or telephone. Provides supplemental information to Police, Fire and EMS staff as needed. Documents updates and/or changes in the computer-aided dispatch system as required. After EMD (Emergency Medical Dispatcher) certified, provides pre-arrival medical instructions to citizens on the telephone in life or death situations before paramedics arrive at location; relays patient status as needed and/or relays advice among the caller and responding units per APCO International Emergency Medical Dispatch protocols. Conducts computer searches through local, state, and national databases for possible wanted persons or stolen property, and provides information to the requesting officer. Confirms stolen property or wanted/missing persons, enters data into T.C.I.C./N.C.I.C. as requested and sends and receives teletypes. Compiles and enters data for various daily reports required by the department and records information in computer systems maintained for Police, Fire and EMS staff. Documents problems, changes form for input to data base, and ensures information is updated and equipment is properly working at all times. Assists with training and/or cross-training of other employees. Monitors emergency equipment such as the radio alarms, crime fighting technologies, weather monitors, security cameras, and inter-city Police/Fire radio frequencies. Performs duties required by accreditation process.

Job Duties:

- Answer busy telephones during emergency situations and receive pertinent information for immediate dissemination to police units in the field
- Dispatch police and other public safety personnel to emergency and non-emergency calls for service
- Closely monitor radio traffic in the event additional assistance is required by assigned field personnel
- Maintain accurate, detailed logs of field personnel's locations, times and other information for immediate or future use
- Serve as the department's emergency communications link to other police agencies during critical situations
- Receive, assist and direct walk-in complainants at the police department facility
- Ensure that any telephone messages received through the dispatch office are documented and forwarded to the intended recipient
- Operate T.C.I.C./N.C.I.C. computer terminals for queries and data entry and deletion, as needed
- Operate radio equipment to dispatch Police, Fire and E.M.S. personnel, as needed
- Operate video / audio monitoring equipment

- Maintain detailed documentation on calls for service dispatched or any other information that may be received through the dispatch office
- Operate Computer Aided Dispatch computer terminals
- Accept monetary payments in the form of a money order, for municipal fines and issue accurate receipts to violators for such fines
- Performs other duties as directed by the Chief of Police or his designee

Working Conditions:

- Routine work indoors 100% of the job
- Working all shifts and days of the week
- Emergency call-out at a moment's notice
- Remain on duty until properly relieved
- Work overtime during staffing shortages and emergencies, up to and including double shifts when required

Qualifications and Education Requirements:

- Must be a citizen of the United States
- Must be at least 21 years of age
- Must possess a high school diploma or GED
- Must successfully pass a pre-employment battery of testing that includes background, polygraph, psychological, physical, workability, and drug examinations
- Must never have been convicted of a felony offense
- Must not have been convicted of any class of non-traffic misdemeanor offense within the past 5 years
- Must have demonstrated a positive past work history and financial record
- Must possess adequate visual acuity and hearing ability sufficient to read, write, hear, and speak clearly in person and over communications
- Must be able to type 40 wpm or better
- Must possess a T.C.L.E.O.S.E. Telecommunications Operator's License within one year of appointment

The statements contained in this job description reflect general details to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned, including work in other divisional areas to cover for absences, to equalize work during peak periods and/or otherwise balance workload.

Applications will be accepted at City Hall. **Resumes are not accepted in lieu of an application.** Applications may be downloaded at www.cityofhumble.com, under Links select Employment and then click in the area highlighted in red that states Application for Employment. Applications may also be picked up at City Hall. Once the application is completed it may be mailed or delivered in person to City Hall located at 114 W Higgins, Humble, TX 77338 or faxed to Human Resources at 281-446-7288.

The City of Humble is an AT-WILL-EMPLOYER and only accepts applications for positions that are currently posted. Applications will be reviewed by Human Resources and then forwarded to the hiring department to contact the selected applicants for interviews. Only applicants selected for interviews will be contacted.

[Click here for application](#)