



Public Safety Support Technician or Specialist

The Rosenberg Public Safety Support Division is currently recruiting for individuals who are driven by a desire to contribute, possess a willingness to be challenged daily, and are committed to giving quality customer service to the public.

The Public Safety Support Division has openings for the following positions; Public Safety Support Technician or Licensed Public Safety Support Specialist. The primary responsibility of a Public Safety Support Specialist is to respond to complaints and emergency situations within the Rosenberg City limits and extra territorial jurisdiction. This is accomplished by assisting citizens in need of both emergency and non-emergency services.

SUMMARY OF DUTIES:

- Assists citizens in need by gathering information using multi-line phone systems including 911 and non-emergency phone lines requesting assistance for Police, Fire, EMS or other city departments.
- Use the CAD (Computer Aided Dispatch) system to enter and retrieve information.
- Provides Police and Fire dispatch services by maintaining radio communications, broadcasting gathered information to Police and Fire personnel based on needs of the request for service.
- Verify, record and relay information from Police and Fire personnel in the computer system and other records.
- Operates State and Nationwide computer systems, including TLETS and NLETS, by maintaining and retrieving information in the database.
- Maintains records, logs and filing systems as required by departmental policy, law, or other rule or directive.
- Serves as a communication link in Emergency Management events such as natural disasters, etc.
- Receives mid-level training and/or advanced training in Telecommunications operations and procedures.
- Performs other such duties as are necessary for the efficient operation of the division and/or shift as defined by the senior dispatcher on duty, Public Safety Support Specialist Supervisor, or other superior officer.

MINIMUM QUALIFICATIONS:

Public Safety Support Technician: High school graduate, GED or equivalent. Two (2) years of experience in a fast-paced customer service work environment that includes multi-tasking, significant public contact, and multi-line telephone communications. Must be capable of being licensed as a Basic Telecommunications Operator by the Texas Commission on Law Enforcement (TCOLE) within one (1) year of employment or assignment. Must be able to work a flexible schedule, which will include working all shifts, weekends, and holidays. Must pass a Departmental-Administered skills test and job suitability assessment. (see below for salary range)

Public Safety Support Specialist - Licensed: High school graduate, GED or equivalent. Three (3) years of experience as a Public Safety Dispatcher in a high volume call center. Must be licensed as a Basic Telecommunications Operator by the Texas Commission on Law Enforcement (TCOLE). (see below for salary range)

ADDITIONAL INFORMATION: All candidates must be able to pass the Critical Test, oral board interview as well as a Criminal History background check and Polygraph PRIOR to being hired. Application process can be started by visiting the City of Rosenberg website at www.rosenbergpolice.com .



Public Safety Support Salary Ranges

Public Safety Support Technician	Annual	\$33,488.00	\$39,977.60	\$46,467.20
	Monthly	\$2,790.67	\$3,331.47	\$3,872.27
	Bi-Weekly	\$1,288.00	\$1,537.60	\$1,787.20
	Hourly	\$16.10	\$19.22	\$22.34
Public Safety Support Specialist	Annual	\$40,123.20	\$47,902.40	\$55,744.00
	Monthly	\$3,343.60	\$3,991.87	\$4,645.33
	Bi-Weekly	\$1,543.20	\$1,842.40	\$2,144.00
	Hourly	\$19.29	\$23.03	\$26.80

The City of Rosenberg offers several incentives to encourage employees to enhance their knowledge and skills which helps improve potential for future opportunities.

Certification Incentives	Pay per month	Yearly
Intermediate Telecommunicator License	\$150.00	\$1800.00
Advanced Telecommunicator License	\$300.00	\$3600.00
Masters Telecommunicator License	\$450.00	\$5400.00
Telecommunicator Training Officer	\$150.00	\$1800.00

Other Incentives	Pay per month	Yearly
Education Incentive – Associates Degree	\$75.00	\$900.00
Education Incentive – Bachelor’s Degree	\$125.00	\$1500.00
Education Incentive – Master’s Degree	\$200.00	\$2400.00
Bilingual Pay	\$25.00	\$300.00

