

**\*\*\*ANTICIPATED START DATE IS OCTOBER 2020\*\*\***

The City of Mont Belvieu's Police Department is currently accepting applications for a Telecommunications Operator. The City of Mont Belvieu is a growing community located on IH-10 east of Houston, Texas in Chambers County. In this position, you will receive emergency and non-emergency calls for service from citizens and law enforcement agencies by telephone, radio, and computer-aided dispatch (CAD) systems. You will be required to follow policies and procedures set forth by federal, state, and/or local agencies. Telecommunications Operators work 8 or 10 hour shifts, which include nights, weekends and holidays. They are also required to work during emergency management situations such as hurricanes, floods, industrial accidents and more.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Handles all in-coming calls to the department, both administrative lines and emergency lines (911).
- Dispatches all police, fire, EMS personnel and animal control, as well as other city departments as required.
- Monitors officer and inmate activities within the holding facility at the police department.
- Maintains contact with officers while on calls for service, traffic contacts, arrests, investigations, etc.
- Enters and manages all TCIC/NCIC records including criminal warrants, stolen vehicles, and stolen articles. Verifies hits from outside agencies on all of the entries.
- Enters records/reports into the department's records management system.
- Assists the public and outside agencies when necessary.
- Serves as the department's first line of contact/communication with the public.
- Conducts inmate searches (female searches) when requested and appropriate.
- Maintains a good working relationship with outside agencies, department personnel and other city departments.
- During emergency conditions, all City employees are subject to being called to work in the event of a disaster, such as a hurricane, or other emergency situation and are expected to perform emergency service duties, as assigned.
- Performs any and all other related duties or assignments as assigned.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**SUPERVISORY RESPONSIBILITIES:**

No supervisory responsibilities.

**REQUIRED EDUCATION AND EXPERIENCE:**

- High School diploma or equivalent (GED).
- Experience in dispatch or a public service environment is a plus.
- Must be able to obtain a Basic Telecommunications Operator License from the Texas Commission on Law Enforcement (TCOLE) within one (1) year of employment.
- Must be able to obtain Emergency Medical Dispatch (EMD) Certification within (1) year of employment.
- Must obtain Notary Public License upon hire.
- Must be able to achieve and maintain CJIS security clearance.

- Must possess a valid Texas Driver License.
- Successful candidates must pass pre-employment drug screen, job related physical, and background check.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to define problems, establish facts, draw valid conclusions, and make correct decisions under extreme circumstances and conditions.
- Ability to serve the public and fellow employees with honesty and integrity.
- Knowledge of federal, state and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- Knowledge of City policies and procedures.
- Ability to communicate and interact effectively with members of the public and co-workers.
- Skill in effective oral and written communication.
- Skill in the use of standard office equipment and software.
- Ability to exercise sound judgment in making critical decisions.
- Skill in resolving customer complaints and concerns.
- Skill in completing assignments accurately and with attention to detail.
- Ability to analyze, organize and prioritize work while meeting multiple deadlines.
- Ability to process and handle confidential information with discretion.
- Ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, gender, national origin, age, marital status, political affiliation, familial status, disability, sexual orientation, pregnancy, or gender identity and expression.

**BENEFITS:**

Competitive salary with a progressive step plan, certificate pay for licensing levels, paid vacation and holidays, TMRS retirement, paid health, life insurance, longevity pay, and a deferred comp plan available.

**APPLICATION PROCEDURES:**

Interested individuals who meet the minimum requirements should apply online at [www.monthelvieu.net](http://www.monthelvieu.net).

**APPLICATION DEADLINE:**

Applications are being reviewed on a rolling basis. Candidates selected for an interview will be contacted by phone or email.

*Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.*

EOE