



HARRIS AND FORT BEND COUNTY ESD NO. 100  
WESTCOM EMERGENCY COMMUNICATIONS CENTER  
16005 BELLAIRE BLVD HOUSTON, TX

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SALARY: \$24.20 hourly

SCHEDULE: 24 hours (1 hour break, 5-hour sleep break), 72 hours off duty

[www.westcom911.org](http://www.westcom911.org)

**Westcom - 911 Communications Center is currently accepting applications for Communications Training Officers!**

We are URGENTLY seeking experienced and motivated dispatchers to join our growing team and work in a state-of-the-art facility. Our ideal candidate has dispatch training experience, a motivated and pleasant personality, and a natural approach to teaching and mentoring.

Westcom is proud to offer Medical, Dental, and Vision insurance at NO COST to employees and covers 80% for dependent premiums. Additional insurance such as Basic Life, AD&D, EAP, STD/LTD are also at no cost to employees.

Pay Rate: \$24.20/hour - with growth potential!

**Communications Training Officer's (CTO) responsibilities include:**

- Preparing daily training agendas
- Completing Daily Observation Reports
- Maintain training records
- Execute daily training plans

**Qualifications:**



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- EMD and EFD Certified through the Academy of Emergency Dispatch
- Knowledge or experience with EnRoute CAD, Zetron radio consoles, and VESTA phone systems
- 1 year or more of telecommunications experience
- APCO trainer certification or similar preferred!
- Must be 21+ years of age
- Must have a high school diploma or GED
- CPR certification (or be able to attain within 1st year of hire)
- ICS 100/200/300, NIMS 700/800

**Knowledge, Skills, and Abilities:**

- Strong knowledge of the principles, practices, and techniques of emergency dispatch.
- Thorough knowledge of computer-aided dispatch systems with technical knowledge of two-way radio systems.
- Working knowledge of FCC rules and regulations governing radio usage.
- Must be a strong communicator and possess strong problem-solving skills.
- Demonstrate interpersonal skills to establish and maintain effective working relationships with co-workers, citizens, community contacts, elected officials, members of other governmental agencies, the general public and command staff members of other departments.
- Ability to exercise judgement under pressure.
- Ability to deal with sensitive information in a discreet and professional manner while maintaining confidentiality.
- Ability to multi-task efficiently in a fast-paced, stressful environment.



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- Ability to operate radio, telephone and computer systems under routine, emergency, and high stress conditions in a confined work area for long periods of time.
- Ability to work 24-hour shifts, overtime and holidays as needed in a 24-hour-a-day, 7-day-a-week operation.