

# *Telecommunicator*

**Salary**

\$19.03 - \$26.65 Hourly

**Location**

League City, TX

**Job Type**

Full Time

**Department**

Police

**Job Description**

Telecommunicators with League City answer emergency 911 calls and non-emergency telephone calls and provide lifesaving instructions while effectively communicating and relaying critical information between and among first responders and citizens.

Telecommunicators play an essential part in the Public Safety System by dispatching emergency personnel and first responders to Police, Fire, and EMS calls for service 24/7. This is a safety-sensitive and/or DOT position. As such, you will be required to participate in random drug testing in the city.

**Example of Duties**

*This job description intends to provide a representative summary of employees' significant duties and responsibilities in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- Operates radio systems for Police, Fire, EMS, Fire Marshal, and after-hour City services.
- Operates a computer-aided dispatch system in conjunction with a radio system to dispatch appropriate field units via radio, relay information to mobile units, and receive and process information for departmental officials while constantly monitoring and maintaining contact with field units.
- Updates necessary information to appropriate City departments and public safety agencies; ensure information is relayed promptly.
- Answers incoming multi-line Emergency 911 telephone calls and delivers lifesaving medical instructions.
- Answers and directs all incoming non-emergency multi-line phones, including calls to the jail, administration, records, CID, animal control, traffic division, and calls for services that are received at the department. Contacts other law enforcement agencies, citizens, wrecker companies, utilities, railroads, City departments, and other support functions to properly handle and process calls for service.
- Processes and retrieves data from the TCIC/NCIC system and monitors incoming teletypes and other information required by departmental and state guidelines.
- Provides training to new and existing employees and maintains specialized training certificates and licenses.
- Confirms and processes international, national, state, and city warrants and other documents according to policy and related laws.
- Performs related work as required.

#### **Minimum Qualifications**

- Ability to pass CritiCall computerized testing, provide comprehensive personal history statement, pass all pre-employment screening such as personal interview, thorough background investigation, polygraph, and psychological exams.
- At least one year of related work experience preferred.
- High School Diploma or GED equivalent.

#### **Preferred Licenses or Certifications:**

- Emergency Medical Dispatch Certification
- TCOLE Basic Telecommunications License with the ability to receive access from the National Crime Information Center

#### **Supplemental Information Knowledge of:**

- English grammar, spelling, punctuation
- 911 equipment and its functions, PROQA dispatching system and card sets, and telecommunications devices for the deaf
- CAD commands, nature codes, and functionality and uses these commands accurately
- Phone systems and directories
- City and departmental policies and procedures, local laws, and ordinances
- FCC laws concerning using a radio to communicate with field units
- Warrant procedures and processing requirements
- Training and FTO program software
- Surrounding agencies and jurisdictional boundaries
- Modern office procedures, methods, and computer equipment

#### **Skill in:**

- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships

- Keyboarding and data entry
- Listening, comprehension, articulation, and decision making
- Providing customer service
- Performing a variety of duties, often changing from one task to another of a different nature
- Operating 911 equipment, CritiCall, and other emergency medical dispatching systems

**Ability to:**

- Meet schedules and deadlines of the work
- Pass CritiCall computerized testing
- Obtain TCOLE Basic Telecommunications License and other required licenses
- Receive access from the National Crime Information Center
- Pass pre-employment screening, background investigation, polygraph, psychological exams, and drug screening
- Obtain Emergency Medical Dispatch Certification within one year of hire date
- Gather and disseminate information clearly, accurately, and rapidly
- Remain calm and levelheaded in high-stress situations
- Understand and carry out oral and written directions
- Accurately organize and maintain paper documents and electronic files
- Maintain the confidentiality of information and professional boundaries

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The position is generally sedentary. Employees sit most of the time but may walk or stand for brief periods.

**Agency**

City Of League City

**Address**

300 W Walker St.

League City, Texas, 77573

**Phone**

281-554-1000