

DEER PARK

Police Department

Will You Answer the Call?

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Public Safety Telecommunicators \$19.36 - \$27.19

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Job Description

General Purpose

Telecommunicators provide for the safety and service of the public and first responders by staffing a high volume, 24 hour Communications Unit responsible for emergency and non-emergency call taking and the dispatching of police, fire, EMS and city services.

Essential Duties and Responsibilities

Ideal candidates will comprehend the significance of the role of Telecommunicator in the provision of public safety alongside other first responders such as Police, Fire and EMS personnel.

Must possess an excellent attitude and the ability to remain positive and professional when under stress, working shift work and/or processing repeat negative and/or traumatic incidents.

Must simultaneously take calls, radio dispatch, prioritize calls for service, manage incidents, units and resources, and log incident details in the computer aided dispatching software during normal and high volume periods.

Must demonstrate a high level of proficiency in the hearing, comprehending and documenting of radio traffic.

Must be dependable and flexible with regards to scheduling and time off. The position is assigned to a public safety critical unit that operates 24 hours a day with minimum staffing requirements and generally requires an indefinite schedule assignment to night or evening shift. All schedule assignments include weekends, holidays and overtime. Overtime is mandated to ensure staffing and may occur with little notice.

Must remain effective under significant stress when making decisions and performing duties that may affect the preservation of life and property. Stress associated with this position is comparable to other public safety/first responder careers such as law enforcement.

Provides for the safety of first responders by monitoring units and following department specific operating procedures for police, fire and EMS.

Dispatches Police, Fire, EMS, city services and other agency resources in an accurate and timely manner using multiple radio channels, phones, computers and other means.

Manages active and out of service resources and units during routine and critical incidents.

Must have a genuine desire to engage in exceptional service by assisting customers with reaching emergency and non-emergency services regardless of whether they are polite, hysterical or hostile during interaction.

Must be able to work as part of a team comprised of strong personalities, as well as have the ability to make critical decisions as an individual.

Must have exceptional reading comprehension skill and the ability to communicate effectively both verbally and in writing.

Answers multi-line emergency and non-emergency phone calls. Provides pre-arrival emergency medical instructions including, but not limited to, first aid and CPR.

Resolves repeat, unique and sometimes complex problems on a regular basis under normal and high stress conditions.

Must be proficient in the use of computers, able to learn to operate software, databases, and office equipment, and able to assist the IT department with trouble shooting.

Works primarily in a computerized environment requiring the ability to monitor security/alarm systems, use records management and computer aided dispatch software, TCIC/NCIC/SETCIC/JIMS and other government databases, Windows, Microsoft Office Suite, multiple other software programs and internet based programs.

Works in a quasi-military environment within a chain of command.

Assists with a variety of departmental support functions during critical incidents. Remains stationed at the department, or other designated facility, for 24 hours a day over the course of multiple days to resolve critical incidents including, but not limited to, hurricanes.

Activates emergency alert systems in response to foul weather, chemical releases, active threats and other emergencies. May be responsible for initiating an emergency alert system notification without prompting of a supervisor/director.

Obtains required licenses, certifications and training as defined by the Texas Commission on Law Enforcement, Texas Department of Public Safety, the Federal Bureau of Investigation and policy. Ensures compliance with accreditation standards, department policy, local, state and federal law.

Must exercise a high degree of professionalism with fellow employees and the public.

Must satisfactorily perform other job roles and duties as assigned including, but not limited to, Communications Training Officer, Emergency Medical Dispatch Instructor, TCOLE instructor, Citizen's Police Academy instructor and other administrative and community relations functions.

Peripheral Duties

Performs other duties related to the effective operation of the Communications Unit as required and clerical duties requiring the use of standard office equipment.

Performs special assignments as assigned by the Communications Supervisor.

Supervision Received

Works under the supervision of the Communications Supervisor.

Supervision Exercised

Limited supervision is exercised in the capacity of Communications Training Officer.

Education and Experience

Graduation from high school or GED equivalent.

Preferred, but not required: one-year job related experience.

Necessary Knowledge, Skills, and Abilities

Must have valid Texas driver's license.

Must type a minimum of 40 words per minute.

Must have essential hearing and visual ability.

Must be at least 20 years of age at time of appointment.

United States Citizenship or authorization to work in the United States.

Must not have any convictions for Class B misdemeanors or higher, retroactive for 10 years.

Must not have any felony convictions, or convictions for driving while intoxicated/under the influence of drugs, assault involving family violence, or any crime involving moral turpitude.

Selection Guidelines

Applicants shall be tested for typing and other job related skills. After successful completion of a background check, polygraph exam, and a written, oral, psychological and medical evaluation, an applicant may be permitted to start work.

Selection Process for Telecommunicator

File an application on NeoGov

Typing test

Preliminary Interview

Reading and Comprehension test

Multi-tasking test

Complete a Personal History statement

Pre-background interview

Background investigation

Conditional job offer

Written Psychological Questionnaire

Interview with Psychologist

Polygraph exam

Medical exam

The process takes approximately 2-3 months to be completed

Unsuccessful applicants may be eligible to reapply depending upon the circumstances of their disqualification, if a vacancy exists

Sensitive or confidential aspects of the applicant's life may be explored

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Visit <https://deerparktx.gov> and select "Employment Opportunities" for complete job description and to apply.

