

Position opening: 911 Dispatcher / Communications Officer

Location: 1108 S Rice Hamilton, Texas 76531

Department: Hamilton County

Division: Communications

Days: Sun., Mon., Tue., Wed., Thu., Fri., Sat.

Hours Per Week: 12 Hour Shifts

Status: Accepting Applications until filled Hours per week: 40

Salary: up to 31,000 per year dependent on experience

**Job Description:**

The Public Safety Communications Officer performs specialized radio and communications work. This position operates radio, telephone and related communications equipment and software to receive and relay critical information to responders. Prioritizes and assigns appropriate response for emergency and non-emergency incidents. Maintains logs and records all activity as required. Provides support information to police officers, firefighters/paramedics, the public and other agencies as required. Responsible for answering emergency calls, non-emergency calls, incoming administrative lines and providing pre-arrival instructions to callers.

**Job Responsibilities:**

The Communications Officer is responsible for the following duties:

Answers incoming 9-1-1, TTY emergency and non-emergency calls.

Prioritizes calls and determines proper routing utilizing established guidelines and operating procedures.

Makes outgoing calls as necessary or requested; Directing all callers to appropriate departments and/or agencies as needed; Maintains accurate records in Computer Aided Dispatch, Records Management and Mobile Software as related to daily operations following local standard operating guidelines. ; Evaluates information to determine appropriate response including; jurisdiction, resources and personnel ; using established protocols to provide pre-arrival instructions to emergency callers until appropriate units arrive on scene; Monitors multiple radio talk groups and ensures interoperable radio communications, responds and documents all radio traffic.

Maintains officer safety by insuring adequate back-up and by attaining continuous status checks according to standard operating procedures; Monitors information related to emergency management and uses various software to increase citizen and responder awareness. ; Maintains credentials and successfully access national and state databases in accordance with local, state, and federal policies and guidelines including but not limited to; inquiry, clear, cancel, modify, request, confirmation and validation.

Provides information service to the general public; and Maintains familiarity with major streets, public buildings industrial plants, and the general geographic layout of area jurisdictions and map identification.

Performs other related duties as may be assigned or required.

**Minimum Qualifications: EDUCATION, WORK EXPERIENCE, CERTIFICATIONS AND LICENSES REQUIRED:**

1. High school diploma or GED equivalent.

2. A valid Texas driver's license.

3. Meet proficiency requirements from the Texas Commission on Law Enforcement Officers Standards and Education as mandated by the State of Texas. (Intermediate Telecommunications from TCOLE preferred) Failure to obtain a Telecommunication Certification from the Texas Commission on Law

Enforcement Officers Standards and Education within one (1) year of employment will result in termination of employment.

**Physical Requirements:**

The Communications Operator is required to lift and carry up to 20 pounds and to pull, push, or drags up to 50 pounds of materials and supplies. The Communications Operator must be able to stand or sit for extended periods. He or she must be able to wear a headset to communicate over the phone. The Communications Operator uses eyes, ears, hands and fingers to perform assigned duties and responsibilities rapidly and works various hours and days to accommodate required overtime or shift work. He or she must also be able to stand or sit for up to four (4) hours minimum. This position requires the employee to have 20/20 vision with or without corrective lenses and must first perceived forced whispered voice at greater or equal to five (5) feet with or without a hearing aid. The job of Communications Operator is performed mainly indoors in a climate-controlled environment.

**Required Knowledge, Skills, Abilities, & Training ORGANIZATIONAL**

**RELATIONSHIPS:**

1. REPORTS TO: The Communications Administrator 2. DIRECTS: Does not supervise any employees 3. OTHER: Works with all protective service personnel to coordinate effective response in emergency situations

Lacy A. Alexander

Hamilton County Communications Administrator / EMC

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