

# COUNTY OF GILLESPIE

## JOB DESCRIPTION

### Emergency Telecommunications Operator For Dispatch Center

**PAY GRADE:** 12

**PAY RANGE:** Starting at \$17.85 – Hourly, Non Exempt

#### **DESCRIPTION OF POSITION:**

The Emergency Telecommunications Operator assist citizens by receiving emergency calls in a calm and quick manner, gathering information from the call and relaying that information to the proper agency. This is a highly technical position that provides an electronic and spoken communications link between the citizens and public safety personnel.

#### **ESSENTIAL DUTIES / FUNCTIONS:**

Essential duties/functions, under the supervision of the Director of the Dispatch Center or designee, may include but are not limited to the following:

- Answer multi-line telephones including E9-1-1 lines.
- Communicate with hearing/speech-impaired citizens by operating the Telecommunications Device for the Deaf (TDD).
- Communicate effectively, courteously, and clearly both verbally and in writing. This includes speaking distinctly, responding promptly and hearing in the normal range, to protect the safety of law enforcement, firefighters, and E.M.S. personnel including volunteers as well as the public.
- Simultaneously listen to and comprehend both telephone and radio traffic.
- Comprehend and apply Center policies, procedures, rules and regulations as well as City and County ordinances.
- Documenting and quickly disseminating information on all calls for service, activity, location and status in the computer aided dispatch system for public safety personnel.
- Simultaneously input, retrieve, and maintain information, reading from both computer screens and printouts, and operating up to two keyboards at once.
- Operate the Texas Law Enforcement Telecommunications System in accordance with TCIC/NCIC policies and procedures.
- Operate multi-channel public safety radio system.
- Dispatch appropriate public safety personnel for routine and emergency calls for service.
- Concentrate on assigned tasks through many distractions.
- Read and interpret maps.
- Read written materials prepared in handwritten and multi-font print formats.
- Remain calm under stressful conditions and emergency situations.
- Maintain all required certifications and attend on-going training/conferences.
- Notify Public Works and Utilities personnel after hours and on weekends of calls for service, and dispatches such personnel to service calls.
- Must be able to perform a variety of tasks, often changing quickly from one task to another without loss of efficiency or composure.
- Ability to carry out duties independently and as a team.
- Perform other related duties as assigned.

#### **MINIMUM REQUIREMENTS / QUALIFICATIONS**

- Must be at least 18 years of age.
- High School Diploma or equivalent.
- Basic knowledge of computer operations is required, stressing accuracy and speed.
- SECURITY REQUIREMENT – Must be able to obtain and maintain a Texas Department of Public Safety (DPS) CJIS security clearance. For more information on CJIS requirements visit the Texas DPS CJIS System Access policy and chart within the documents section: <https://www.txdps.state.tx.us/SecurityReview/documents.htm>
- TESTING – Applicant must pass pre-employment drug and alcohol screening, hearing test, polygraph test and psychological test. Gillespie County also conducts background checks on new hires that will include a criminal background check related to convictions and deferred adjudications for required security clearance. This may include credit reports, motor vehicle records, employment records and educational attainment. A conviction or deferred adjudication is not an automatic bar to employment unless it prevents receiving the required security clearance. Each case is considered individually.

- LICENSE / CERTIFICATIONS –
  - A TCOLE Telecommunicator License is preferred, however it is not mandatory initially but must be obtained within one year in order to continue employment.
  - A Powerphone Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) certification must be obtained within 90 days of employment at the discretion of the director.

**WORKING CONDITIONS and SCHEDULES**

County facilities, including vehicles, are smoke-free and alcohol free working environments. This position will be working at the Gillespie County Jail Facility in a law enforcement communications environment. This includes a multi-person work area with controlled access, and in a general air conditioned / heated environment.

This position must be willing to work rotating shifts, including over-nights, weekends, and holidays. Normal work schedule is 8, 10 or 12 hour shifts and is subject to change. Unscheduled hours may be required in the case of excessive workloads, unforeseen personnel shortfalls, or emergency situations. "On call" availability may be required. There may also be requirements to attend job related seminars, conferences, and/or training. Attendance could require out of town travel with/without overnight stay.

**EMOTIONAL/PHYSICAL DEMANDS**

The following is not intended to be a complete list but an overview.

- EMOTIONAL – while performing the duties of this position, the staff will be exposed to a high stress environment such as:
  - Emotional and hostile individuals.
  - Emergency situations.
  - Situations requiring multi-tasking
- PHYSICAL
  - Daily and prolonged repetitive motor movements.
  - Specific vision abilities required by this job include close; distance and peripheral vision; depth perception; and the ability to adjust focus.
  - Sitting for extended periods of time.
  - Viewing multiple monitors for extended periods of time.
  - Talking on the telephone and/or radio.
  - Walking
  - Stooping
  - Movement of various supplies and/or equipment (lifting, pushing and pulling) of 25 pounds or greater loads.