



BASTROP COUNTY
EMPLOYMENT OPPORTUNITY
Telecommunications Operator
(Continual Posting)

Bastrop County Emergency Communications Department is **continually** accepting applications for full-time **9-1-1/Radio Dispatch Emergency Telecommunicator**. This position answers incoming emergency and non-emergency telephone calls using a computer-based 9-1-1 system, complex mapping equipment, Teletype Device for the deaf (TDD/TTY) and computer-based multi-line non-emergency phones. Emergency Telecommunicators assess the need for Police, Fire and EMS. Gathers critical information and enters call information in Computer-Aided Dispatch (CAD) system.

Uses established protocols to provide pre-arrival instructions to emergency callers until appropriate units arrive on scene. Prioritizes and uses a complex, computer-based Public Safety Regional Radio system with multiple channels to deliver and manage calls for service to Law Enforcement Officers, Firefighters or First Responders. Continuously monitors and responds to radio traffic for multiple agencies.

Minimum Qualifications: Must possess a high school diploma or equivalent and a valid driver's license. Experience is not required but preferred. Position specific testing and extensive background investigation will be performed as required by Texas Commission on Law Enforcement (TC OLE).

Starting Rate of Pay: **\$17.63/hour**

Bastrop County 9-1-1 Emergency Communications Applications may be obtained from the Bastrop County Human Resources Department, located at 804 Pecan St., Bastrop, Texas, from 8:00 a.m. to 5:00 p.m. weekdays or at <http://www.co.bastrop.tx.us/preview/open/3206/60/911EmergencyCommunicationsInitialApplication.pdf> Please submit a completed Application to the Human Resources Office. Resumes will not be accepted unless accompanied by a complete application. Applications can also be emailed to: apply@co.bastrop.tx.us

Bastrop County is an equal opportunity employer.



BASTROP COUNTY, TEXAS

Job Description

Job Title: 9-1-1 Emergency Telecommunicator

Department: Emergency Communications **Rate:** \$16.42 17.63 **FLSA Status:** Non-Exempt

SUMMARY: Under the direct supervision of the Communications Shift Supervisor, this position answers incoming telephone calls from citizens via E9-1-1, teletype device for the deaf, and multiple line administrative phones. Assesses the need for police, fire and EMS. Gathers critical information and enters call information in Computer-Aided Dispatch (CAD) system, and extensive mapping systems. Uses established protocols to provide pre-arrival instructions to emergency callers until appropriate units arrive on scene. Prioritizes and dispatches calls to officers, firefighters or first responders via a complex public safety radio system with multiple channels. Monitors and responds to radio traffic for multiple agencies. Enters and retrieves information from the Texas Crime Information Center (TCIC) and National Crime Information Center (NCIC) computer systems. Makes inquiries into Motor Vehicle Division and Drivers License computers. Maintains wrecker files, impound and repossession logs. Issues incident numbers to field officers and investigators. Maintains equipment, work area and supply items.

SUPERVISION RECEIVED AND EXERCISED:

Receives supervision from the Communications Shift Supervisor, with further direction and guidance from the Communication Director.

Exercises no supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Answers incoming telephone calls, including 911 and non-emergency calls for service;
2. Enters call information into CAD system and dispatches appropriate response units; Alerts law enforcement and first responders quickly of any dangerous or hazardous conditions if known.
3. Operates radio console consisting of multiple consisting of numerous talk groups.
4. Provides all pertinent information to responding units;
5. Keeps in constant contact with callers using established protocols until situations are resolved or law enforcement, fire, or EMS or First Responder personnel arrive to provide assistance;
6. Monitors all radio traffic and responds to units requesting additional information or assistance;

7. Extended periods of sitting, typing, answering computer based telephones and data entry.
8. Extremely high level of stress due to call volume and nature of emergency calls.
9. Attains and maintains TCIC/NCIC certifications with appropriate criminal history requirements.
10. Maintains all applicable certifications and licenses.
11. Maintains composure and operates effectively during extremely stressful situations for extended periods of time.
12. Coordinates and fosters a positive relationship with all emergency service groups in the county, region; works with state and federal agencies as needed.
13. Maintains professional competency in all aspects of the position.
14. Performs inquiries on vehicle registrations, driver's license, wanted persons, criminal history information, and other miscellaneous transactions;
15. Keep track of entries of stolen vehicles, guns, persons, and other items by utilizing the Texas and National Criminal Information Center System;
16. Provides exceptional customer service to County employees and the public, in person, by computer and by phone.
17. Works as part of a team and maintains a cooperative, helpful attitude towards fellow workers, supervisors, and the general public;
18. Attend all training and meetings as required.
19. Maintains strict confidentiality and security of all information and systems;
20. Performs related work or duties as assigned by supervisor.

OTHER FUNCTIONS: Performs other job related duties as directed by supervisor(s). **Regular attendance is considered an Essential Function of this job. NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required, nor is all duties listed necessarily performed by any one employee so classified.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Training will be provided.

Knowledge of:

- Applicable laws as related to the operation of the agency;
- Personal Computer skills and software, including Microsoft Office; and Excel

- Professional Customer Service skills;
- Basic auditing and accounting fundamentals;
- Proper English usage, spelling, grammar, punctuation and speaking;
- Standard office policies, procedures, and equipment;
- Bastrop County Sheriff's Office Policies and Procedures;
- Bastrop County Policies and Procedures.
- Emergency Communications Policies and SOP's

Ability to:

- Pass a comprehensive background investigation.
- Work in a high-volume, fast-paced environment dealing with life-threatening situations via telephone or radio with little margin for error.
- Possess skills in coordinating and handling multiple tasks simultaneously.
- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Maintain composure, to respond to complaints and process information accurately.
- Remain calm and professional while questioning callers who may be verbally abusive, emotionally upset, uncooperative, frightened or hostile.
- Speak clearly, concisely and audibly.
- Work area is closed quarters with employees working in close proximity of each other.
- Operate microphones and telephones that are also used by other employees
- Perform multiple tasks simultaneously in an accurate and timely manner;
- Ability to quickly and accurately analyze situations and assess potential consequences of alternatives, then make logical decisions and take appropriate action without undue delay
- Professionally work with a wide variety of law enforcement and emergency personnel.
- Must be eligible for DPS TCIC/NCIC, and TLETS certifications.
- Perform multiple tasks simultaneously in a timely and accurate manner;
- Communicate both verbally and in writing; in person and by telephone or computer;
- Understand and follow verbal and written instructions;
- Complete routine business correspondence;
- Properly interpret, understand and make decisions in accordance with laws, regulations and policies;
- Record, and disseminate accurate information from telephone conversations and personal contact;
- Function independently, exercise good judgment, manage multiple projects, and meet deadlines;
- Operate equipment required to perform essential job functions;
- Work independently in the absence of supervision;
- Work in a safety-conscious environment and to follow and promote good safety practices;
- Maintain confidentiality of information encountered in work activities at all times.

Irregular Hours:

Works designated shift schedule that includes nights, weekends and holidays required to meet operational needs of the emergency communications center.

Work up to 12 hour rotating shifts. Days off vary per week.

Essential personnel for Emergency Situations; discretion of department Director.

Physical Demands:

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

- Required to sit, type, answer phones, radio and data entry for extremely long periods of time, and is unable to leave the workstation without relief.
- Regularly scheduled breaks or lunch are not provided.
- High level of stress due to nature of emergency call and radio volume
- Ability to use computer based phone and other telecommunications equipment, including telephone/radio headset at all times

Maintain effective audio-visual discrimination and perception needed for:

- Making observations, reading and writing, operating assigned equipment, and communicating with others;
- Employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.
- Must have the ability to speak audibly, clearly and concisely in English

Maintain effective hearing discrimination

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

- Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, and/or kneeling.
- Fine dexterity, ability to use of his/her hands and fingers to handle or feel, reach with hands or arms.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

- Handling stressful situations;
- Interpreting federal laws and regulations;
- Ability to learn and retain complex information
- Effective interaction and communication with others;
- Prepare clear and concise reports;
- Make sound decisions in a manner consistent with the essential job functions.

EXPERIENCE, EDUCATION, and LICENSING:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

Experience:

No experience is necessary, but prior experience is preferred.

Education:

High school diploma or GED.

Licensing:

Possess and maintain a valid Texas driver's license.

SELECTION GUIDELINES:

Formal application; rating of education and experience.

General aptitude test, multi-tasking test, oral interview; medical exam, written and oral psychological exam are required.

Due to the nature of Law Enforcement a reference and extensive background check will be performed.

Other job-related tests may be required.

All position related licensing and training will be provided by the Agency.

***** This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol.**

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is a contract for employment.