



City of Humble

Employment Opportunity

Job Number # PD-2021-TELE

DATE PPOSTED: 10/05/2021
JOB TITLE: Telecommunicator
JOB CLASS: Full Time
REPORTS TO: Dispatch Supervisor
WORK HOURS: Will be discussed at interview

OPEN UNTIL: Filled
FLSA STATUS: Non-Exempt
DEPARTMENT: Police
LOCATION: 310 Bender
ESSENTIAL*: Yes

Position Summary:

Answers calls made to 9-1-1 emergency and non-emergency phone lines to determine if the call requires Police, Fire, EMS or other agency response. Provides appropriate information or assistance as required by the nature of the call. Utilizes technical software applications for call answering, entering, assigning and announcing via radio equipment. Also, utilizes mapping technologies from phone equipment and Computer Aided Dispatch (C.A.D.) to ensure calls are entered timely and accurately. Refers reports and/or complaints to either agency by trunked radio or telephone. Provides supplemental information to Police, Fire and EMS staff as needed. Documents updates and/or changes in the computer-aided dispatch system as required. After EMD (Emergency Medical Dispatcher) certified, provides pre-arrival medical instructions to citizens on the telephone in life or death situations before paramedics arrive at location; relays patient status as needed and/or relays advice among the caller and responding units per APCO International Emergency Medical Dispatch protocols. Conducts computer searches through local, state, and national databases for possible wanted persons or stolen property, and provides information to the requesting officer. Confirms stolen property or wanted/missing persons, enters data into T.C.I.C./N.C.I.C. as requested and sends and receives teletypes. Compiles and enters data for various daily reports required by the department and records information in computer systems maintained for Police, Fire and EMS staff. Documents problems, changes form for input to data base, and ensures information is updated and equipment is properly working at all times. Assists with training and/or cross-training of other employees. Monitors emergency equipment such as the radio alarms, crime fighting technologies, weather monitors, security cameras and inter-city Police/Fire radio frequencies. Performs duties required by accreditation process.

Duties and Responsibilities:

- Answer busy telephones during emergency situations and receive pertinent information for immediate dissemination to police units in the field
- Dispatch police and other public safety personnel to emergency and non-emergency calls for service
- Closely monitor radio traffic in the event additional assistance is required by assigned field personnel
- Maintain accurate, detailed logs of field personnel's locations, times and other information for immediate or future use
- Serve as the department's emergency communications link to other police agencies during critical situations
- Receive, assist and direct walk-in complainants at the police department facility
- Ensure that any telephone messages received through the dispatch office are documented and forwarded to the intended recipient
- Operate T.C.I.C./N.C.I.C. computer terminals for queries and data entry and deletion, as needed
- Operate radio equipment to dispatch Police, Fire and E.M.S. personnel, as needed
- Operate video / audio monitoring equipment
- Maintain detailed documentation on calls for service dispatched or any other information that may be received through the dispatch office
- Operate Computer Aided Dispatch computer terminals
- Accept monetary payments in the form of a money order, for municipal fines and issue accurate receipts to violators for such fines
- Performs other duties as directed by the Chief of Police or his designee

Knowledge, Skills, and Abilities:

- Knowledge of basic procedures, protocols and equipment
- Knowledge of basic grammar, spelling and numerical skills
- Knowledge of general customer service protocols
- Knowledge of general office procedures
- Ability to multitask in a fast paced and sometimes stressful environment
- Ability to process information utilizing multiple computer systems
- Ability to use sound judgement and make quick decisions

- Ability to learn and retain large amounts of information, policies and local, State and Federal guidelines
- Ability to pass and maintain State mandated TCOLE certification
- Ability to prioritize and dispatch appropriate resources for Police, Fire and EMS operations

Minimum Requirements:

- Must be a citizen of the United States
- Must be at least 21 years of age
- Must possess a high school diploma or GED
- Must successfully pass a pre-employment battery of testing that includes background, polygraph, psychological, physical, workability, and drug examinations
- Must never have been convicted of a felony offense
- Must not have been convicted of any class of non-traffic misdemeanor offense within the past 10 years
- Must have demonstrated a positive past work history and financial record
- Must possess adequate visual acuity and hearing ability sufficient to read, write, hear, and speak clearly in person and over communications
- Must be able to type 40 wpm or better
- Must be able to multi-task and remain calm in tense or emergency situations
- Must possess a T.C.L.O.E. Telecommunications Operator's License within one year of appointment
- Must become EMD, EFD and EPD certified through International Academies of Emergency Dispatch within one year of employment
- 6+ months experience as a Public Sector Dispatcher/Telecommunicator preferred

Essential Position:

This is a position that is essential to the provision of emergency services during and/or following a disaster. Employees in this position may be required to remain on duty during a man-made or natural disaster despite a general evacuation order for the area. Such employees are also expected to remain available for their normal shifts and for recall to emergency duty unless specifically released by City Management to evacuate. Employees in this position are specifically advised to plan accordingly for these circumstances and that any failure to adhere to these requirements may result in disciplinary action up to and including termination.

Physical Demands/Working Conditions:

Routine work is done indoors 100% of the time. All are subject to working all shifts and days of the week, subject to emergency call-out at a moment's notice and expected to remain on duty until properly relieved. Will be expected to work overtime during staffing shortages and emergencies, up to and including double shifts when required.

The statements contained in this job description reflect general details to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive list of work requirements. Individuals may perform other duties as assigned, including work in other divisional areas to cover for absences, to equalize work during peak periods and/or otherwise balance workload.

Resumes are not accepted in lieu of an application. Applications may be downloaded at the City of Humble website at www.cityofhumbletx.gov/job-posting-and-job-applications . Once the application is completed it should be emailed to careers@cityofhumble.net. Please be sure to include the Job Number in the Subject line on all emails.

The City of Humble is an AT-WILL-EMPLOYER and only accepts applications for positions that are currently posted. Applications will be reviewed by Human Resources and then forwarded to the hiring department to contact the selected applicants for interviews.