



Public Safety Support Technician or Specialist

The City of Rosenberg, Police Department, is currently recruiting for individuals who are driven by a desire to contribute, possess a willingness to be challenged daily, and are committed to giving quality customer service to the public.

The Public Safety Communications Division has openings for the following positions: Public Safety Support Technician or Licensed Public Safety Support Specialist. The primary responsibility of a Public Safety Support Specialist is to respond to complaints and/or emergency situations within the Rosenberg City limits and extra territorial jurisdiction. This is accomplished by assisting citizens in need of both emergency and non-emergency services.

SUMMARY OF DUTIES:

- Assists citizens in need by gathering information using multi-line phone systems including 911 and non-emergency phone lines requesting assistance for Police, Fire, EMS or other city departments.
- Use the CAD (Computer Aided Dispatch) system to enter and retrieve information.
- Provides Police and Fire dispatch services by maintaining radio communications, broadcasting gathered information to Police and Fire personnel based on needs of the request for service.
- Verify, record and relay information from Police and Fire personnel in the computer system and other records.
- Operates State and Nationwide computer systems, including TLETS and NLETS, by maintaining and retrieving information in the database.
- Maintains records, logs and filing systems as required by departmental policy, law, or other rule or directive.
- Serves as a communication link in Emergency Management events such as natural disasters, etc.
- Receives mid-level training and/or advanced training in Telecommunications operations and procedures.
- Performs other such duties as are necessary for the efficient operation of the division and/or shift as defined by the senior dispatcher on duty, Public Safety Support Specialist Shift Supervisor, or other superior officer.

MINIMUM QUALIFICATIONS:

Public Safety Support Technician: High school graduate, GED or equivalent. Two years of experience as a Public Safety Dispatcher in a high volume call center. Must be capable of being licensed as a Basic Telecommunications Operator by the Texas Commission on Law Enforcement (TCOLE) within one (1) year of employment or assignment. Must be able to work a flexible schedule, which will include working all shifts, weekends, and holidays. Must pass a Departmental-Administered skills test and job suitability assessment. Hourly Rate: \$15.37

Licensed Public Safety Support Specialist Requirements: High school graduate, GED or equivalent. Three years of experience as a Public Safety Dispatcher in a high volume call center. Must be licensed as a Basic Telecommunications Operator by the Texas Commission on Law Enforcement (TCOLE). Hourly Rate: \$18.51

ADDITIONAL INFORMATION:

All candidates must be able to pass the Critical Test, oral board interview as well as a Criminal History background check and Polygraph PRIOR to being hired.

Application process can be started by visiting the City of Rosenberg website at www.rosenbergtx.gov.

Commented [PL1]: We don't have a recruit position. First level is a Tech with 2 years of experience.