



EMPLOYMENT ANNOUNCEMENT Emergency Telecommunications Operator

Date Posted: September 13, 2017
Department: Police
Compensation: \$41,238 - \$57,734/annually DOQE; excellent benefits package including paid vacation, sick, holidays and shift work with EVERY OTHER WEEKEND OFF; TMRS retirement; medical/dental/vision/life insurance
Deadline: Open until filled

Job Summary

Directs calls for service for emergency purposes including police, fire, EMS and after-hour emergency calls for other departments; directs non-emergency inquiries. Shift work required. No direct supervision and no budgetary responsibilities. Position is considered "Essential Personnel", which requires being on duty to respond during emergency situations including but not limited to natural and/or man-made disasters.

Essential Job Duties and Responsibilities

- Regular and timely attendance at work as scheduled.
- Answers the phone, determines the severity of reported incidents and the appropriate type of public safety response and assists citizens with requests for emergency and non-emergency service for police, fire and emergency medical service.
- Directs citizen inquiries and non-emergency calls to the appropriate agency or organization.
- Dispatches law enforcement and fire and rescue personnel and notifies support and crisis personnel as needed through the use of a multi-channel radio system.
- Processes traffic citations, prepares court complaints and reviews reports.
- Operates telephone, teletype, computer, radios, tape recorders, intercoms, alarm monitors and other related equipment.
- Requests and disseminates vehicle registration, driver's license, criminal history information through the use of the Texas/National Computer System (TCIC, NCIC).
- Obtains computer information and disseminates to law enforcement officials and investigators. Enters related information into the system.
- Sends and receives teletype information to and from related agencies.
- Maintains records or logs of work performed such as case numbers assigned to public safety officers.
- Notifies Public Works personnel after hours and on weekends of calls for service, and dispatches such personnel to service calls.
- Maintains logs and issues keys to citizens using city provided services
- Prepares and mails information to citizens.

Minimum Education, Experience and Certification

High school diploma or equivalent. Telecommunications Officer License issued by TCOLE or the ability to become licensed within one year of hire date. The ability to achieve and maintain Criminal Justice Information Systems (CJIS) security clearance. Related experience preferred.

For application procedures, please visit our website at www.westutx.gov/application. ***All applicants must complete and submit a City of West University Place application form to be considered for this position.***

The City of West University Place is an Equal Opportunity Employer