

## Public Safety Telecommunicator

Salary \$24.51 Hourly

### Job Summary

The Public Safety Telecommunicator is responsible for receiving and prioritizing all emergency and non-emergency requests for service and for dispatching appropriate service providers in a manner consistent with the mission and goals of Wood County and the Wood County Sheriff's Office. This is a position of critical importance for community and public safety, operating 24/7 including night, weekend, and holiday shifts. All activities involve the use of computer technology, which requires a high level of accuracy, concentration, attention to detail, and multi-tasking. Work involves the exercise of independent judgment in receiving and transmitting law enforcement, fire, emergency medical, and other emergency services information by emergency radio, telephone, and computer and determining what actions are necessary based on the call.

### Essential Duties

- Receives and processes all incoming 911 and non-emergency telephone calls for Wood County.
- Dispatches emergency and non-emergency calls for multiple police departments, fire departments, ambulance services, and other emergency and non-emergency service providers in Wood County.
- Uses a computer aided dispatch (CAD) system to create and maintain electronic records and logs of activity.
- Uses various computer systems to monitor calls, access information and enter information as required.
- Performs work with a high level of accuracy, concentration, attention to detail, and multi-tasking.
- Receives, transmits, and monitors multiple radio channels
- Maintains knowledge and skills for use of continually evolving equipment, including but not limited to computers, printers, 911 equipment, recording devices, telephones, radios, and other equipment as assigned by supervisors.
- Requests, receives, and disseminates large amounts of public, private, and confidential data linked to state, federal, and local law enforcement systems through computerized terminals linked to state, federal, interstate, and local law enforcement systems, including driver and motor vehicle checks, stolen property checks, missing persons, criminal histories, and other restricted data files.
- Works the hours and/or shifts assigned and begins and ends work on time. Work is subject to a variety of shifts and schedules covering 365 day-a-year, 24 hours-a-day operation, including overtime.
- Performs other related duties as required or assigned.

#### Minimum Qualifications:

- High school diploma or State Accredited GED equivalent
- Intermediate computer skills
- Geographical knowledge of County is preferred, but not required
- Be a US Citizen
- Must possess valid Texas driver license
- Experience operating general office equipment (copier, printer, fax machine etc.)
- Availability to work a variety of shifts as assigned, including days, evenings, nights, weekends, holidays, and overtime as needed
- Ability to type at least 40 words per minute
- Must meet the requirements to be applicable for a Texas Commission on Law Enforcement (TCOLE) certification
- Knowledge of telephone skills as related to a multi-function phone or PBX system preferred
- One year experience in a customer service environment preferred
- Must be able to pass extensive background check

#### Core Competencies and Abilities

- Customer Service - Delivers government services in a respectful, responsive, and solution-oriented manner.
- Communication - Is always clear about what we're doing and why we're doing it.
- Knowledge – Knowledge of policies, practices, and services of the division.
- Ability – Ability to communicate life-saving techniques and directions to the public.
- Ability to gather information and tactfully and efficiently deal with a variety of people, including those who are frightened, incoherent, hostile, verbally abusive, and/or under great stress.
- Ability to adapt to different situations and conditions, quickly assuming control of situations at hand; ability to anticipate needs and evaluate alternatives; ability to track and coordinate several complex situations simultaneously.
- Ability to effectively respond both physically and mentally at levels inherent in performing the position's essential duties; ability to differentiate and distinguish color when using mapping and radio applications.
- Ability to make immediate, appropriate, independent decisions responding rapidly and effectively in emergency situations.
- Ability to maintain task focus, emotional composure, and professionalism during periods of high stress, anxiety, or multi-task activity.
- Ability to understand and correctly comprehend information taken by telephone, radio, or in person.
- Ability to remain calm, think clearly, quickly assess and evaluate situations, organize thoughts, and respond quickly in emergency and stressful situations, effectively coordinating emergency dispatch of public safety equipment and personnel.
- Ability to develop and maintain cooperative working relationships with coworkers.

## Work Environment and Physical Demands

- Typical characteristics of the regular, ongoing work environment of this position requires 40 hours of inside work sitting or standing at a radio terminal within the 911 Dispatch Center. The position includes shift work in a 24/7 operation.
- Physical activities include sedentary to light work: Reaching, sitting, standing, walking, pushing, lifting, pulling, grasping, talking, hearing, seeing, and repetitive motions. Lifts and/or navigates up to 35 pounds on a routine basis in handling files and equipment necessary for performing the essential duties of the job.
- Emergency call center environment includes periods of high stress and multi-tasking during emergency situations. Requires the ability to concentrate and stay task focused amid high call volume and competing demands. Requires the ability to differentiate and distinguish color when using mapping and radio applications. Work may involve exposure to descriptions of trauma and violence.