TELECOMMUNICATIONS OPERATOR

The City of Port Arthur is accepting applications for the position of Telecommunications Officer in the Police/Fire Departments. Applicants must be able to perform a variety of duties in the receipt and dispatch of incoming calls and public safety services including emergency and non-emergency assistance, as well as dispatch appropriate units via radio and telephone, providing assistance to the general public and staff in an extremely demanding environment.

Experience/Education
Applicants must have strong oral, written, computer skills; be able to pass background, polygraph, and physical examination. TCO licensing requires: no felony convictions, no Class B or higher Misdemeanor convictions, no outstanding warrants, and no family violence convictions. Must be able to pass a Skills and Comprehension Alpha Numeric Data Entry test (CRITICAL) with a 70% accuracy and be able to obtain TCLEOSE/Dispatch certification and TLETS-NCIC/TCIC certifications within one year of employment and be able to complete a required 7-month departmental training program. Knowledge of the street system and geography of Port Arthur is preferred.

Qualifying experience includes: ability to read and speak English, use computer-aided dispatch software, communication experience, E-911/police-related, or similar, area of experience. Salary range is $37,218—$46,025 (DOE&Q) with excellent fringe benefits after six (6) months.

For first consideration a letter of interest, a resume, and a signed Disclosure and Release Form (a D/R form may be printed from www.portarthur.net under “Employment”), or an applicant may fill out an online application at the following website: https://cityhall.portarthur.net:444/Forms/HREmploymentApplication. Submissions must be received in the Department of Human Resources by 5:00 P.M. January 31, 2015. Information may be mailed, or brought, to City Hall, Suite 103, ATTN: Human Resources, 444 4th Street, Port Arthur, TX 77640 (fax: 409-983-8282, or email: cheryl.gibbs@portarthurtx.gov). For questions, please call the Department of Human Resources at 409-983-8218. (EEO/AA/V/F/RC/H) The City of Port Arthur is an Equal Opportunity Employer.
CITY-OF PORT ARTHUR

**JOB TITLE:** Telecommunication Operator I

**REPORTS TO:** Coor. Police & Fire Sup. Svcs.

**DEPARTMENT:** Police

**SALARY RANGE:** 26

**EXEMPT:** ___

**NON-EXEMPT:** X

**DIVISION:** Support

**DEFINITION**

To perform a variety of duties involved in the receipt and dispatch of incoming calls and triggered alarm systems for public safety services including emergency and non-emergency assistance; to dispatch appropriate units via radio and telephone; to provide assistance to the general public; and to provide highly responsible staff assistance as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from higher level supervisory staff.

**EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES** - *Essential and other important duties and responsibilities may include, but are not limited to, the following:*

**Essential Duties and Responsibilities:**

Receive E-911 calls from the public requesting safety services; respond to triggered alarms; determine nature and location of emergency; determine priority and dispatch safety units as necessary and in accordance with established policies and procedures.

Maintain contact with all units on assignment; maintain status and location of safety field units; maintain daily log of all field calls and units dispatched; assign case numbers to each call requiring safety action.

Enter, update and retrieve information from the National Crime Information Center (NCIC) relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Monitor security screens for assigned areas including prisoner detention and police stations.

Answer non-emergency calls for assistance; take reports over the telephone.

Greet and direct visitors as assigned; answer questions and provide information to the public; provide assistance to citizens filling out various complaint forms; collect service fees as necessary.
Essential Duties and Responsibilities:

Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Receive, respond to and document requests for warrants and state agency print-outs; verify, type and file warrants; document vehicle impound information.

Other Important Responsibilities and Duties:

Perform a variety of clerical and data entry duties; receive and transmit facsimile materials; maintain and update a variety of records and logs.

Test and inspect equipment as required; notify supervisor in case of equipment malfunction or failure.

May search female prisoners as requested.

May train new employees in duties, policies and procedures.

Operate and maintain various telecommunications equipment including deaf and hearing impaired devices and recording equipment.

May assist in preparing cases for the District Attorney's office as needed.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Basic Federal Communications Commission rules and regulations governing operation of radio telephone transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Geographic features and streets within the area served.

Procedures used in operating computer aided dispatch and E-911 systems.

Policies and procedures of receiving and processing emergency calls including safety codes.

English usage, spelling, grammar and punctuation.

Modern office procedures, methods and computer equipment.

Pertinent Federal, State and local codes, ordinances and regulations.
Ability to:

Operate the city's computer aided dispatch and E-911 systems including radio transmitting equipment.

Distinguish between emergency and non-emergency calls and assign appropriate codes.

Operate computerized crime center networks to receive and dispatch information.

Effectively communicate with and elicit useful information from upset and irate citizens.

Type accurately at a speed necessary for successful job performance.

Understand and follow oral and written instructions.

Tactfully respond to requests and inquiries from the general public.

Work various shifts as assigned.

Maintain effective audio-visual discrimination and perception needed for:
  speaking in a clear, easily understood voice
  quickly assessing and responding to emergency situations
  making observations
  reading and writing
  operating assigned equipment
  distinguishing differences between colors
  communicating with others.

Maintain mental capacity which allows the capability of:
  making sound decisions under stress and pressure
  distinguishing between emergency calls and non-emergency calls
  demonstrating intellectual capabilities.
  pass appropriate psychological assessment

Communicate clearly and concisely, both orally and in writing.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:
  standing or sitting for extended periods of time
  effectively dealing with emergency situations
  operating assigned equipment.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Pass a criminal background check pursuant to TCOLE rules including conviction history, mitigating circumstances, and community supervision history as applicable.
Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

One year of increasingly responsible experience in receiving and processing emergency public service calls, preferably in a computer aided dispatch, E-911 or police related area.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training as required by Texas Commission on Law Enforcement (TCOLE, formerly TCLEOSE) and the City.

Must take, and successfully pass, the (TCOLE) Telecommunicators License Exam within six (6) months of completing the Basic Telecommunications Certificate Course.

Note: Regular attendance is deemed an essential duty for this position.

This position is deemed essential pursuant to the City’s Emergency Management Plan.