

TELECOMMUNICATIONS OPERATOR

The City of Port Arthur is accepting applications for the position of Telecommunications Operator 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, assisting the public and staff in an extremely demanding environment.

Working conditions include working indoors in a highly stressful environment; and exposure to constant noise of two-way radio communications equipment, verbal abuse, often hostile public; exposure to cold temperatures due to air conditioning; must be available to work any shift assigned on any day, including weekends and holidays; must be dependable and prompt in getting to work; shift assignment may be changed as necessary; must be able and available to work overtime when needed; required to work shift work, with two (2) consecutive days off per week; must be able to work, if required, in the event of a mandatory evacuation or emergency.

Applicants that are selected must be available to work a flexible schedule in training which includes a 40-hour work week with rotating shifts to include days, evenings, nights, holidays, weekend, and overtime hours if necessary. **THERE ARE NO EXCEPTIONS TO THE WORK SCHEDULE.**

Minimum Essential Qualifications.

Applicants must possess a high school diploma or G.E.D. certification. Ability to read, write and speak English and spelling; have strong oral, written, computer skills; participate in a polygraph examination, be able to pass background, physical, psychological, and drug screen examination. TCOLE licensing requires no felony convictions, no Class B or higher Misdemeanor convictions, no outstanding warrants, and no family violence convictions, deferred adjudication probation, warrant for arrest or current charges pending. Must be able to pass a Skills and Comprehension Alpha Numeric Data Entry test (CRITICAL) with a minimum of 70% accuracy and be able to obtain TCOLE/Dispatch licensure within first year of employment, and TLETS-NCIC/TCIC certification within 6 months of employment. The successful candidate must pass oral interview with at least 70% for consideration and be able to complete a required 6-9 month departmental training program.

Essential Physical Requirements:

Constantly see and hear clearly; may climb, drive, twist body, read, squat, crouch, or crawl. The candidate must be able to write, speak, stand, walk, sit, stoop, uses physical dexterity, bend, lift, carry objects weighing up to 25 lbs., push objects weighing up to 70 lbs., and move objects weighing up to 55 lbs. Must be able to differentiate colors and see objects up close and at a distance; ability to wear headset for radio and phone communication.

Skills/Abilities:

Ability to prepare and type records accurately; act quickly and calmly in emergency situations; communicate clearly and effectively, both orally and in writing; ability to establish and maintain effective working relationships with employees, City Officials and the general public; ability to function effectively under stressful conditions; ability to perform data entry; ability to perform mathematical calculations; ability to read and interpret a map; ability to hear and listen carefully; ability to discern and obtain facts from a telephone conversation; ability to retain information by memory; ability to write legibly; ability to plan and prioritize different types of situations; ability to accept constructive criticism and use it to improve job skills; ability to take control of situations with courtesy; ability to perform more than one job function simultaneously; ability to learn city geography; skill in the performance of data entry; ability to operate foot pedal on radio dispatching equipment.

Experience/Education:

Knowledge of the street system and geography of Port Arthur, use of CAD, Radio usage, FCC rules, multiline phone systems, 911, Police/Fire dispatch experience, multi-lingual is preferred. Current TCOLE License is will be given preference. Qualifying experience includes use computer-aided dispatch software, communication experience related to E-911/Police/Fire/Ems.

Other Job Functions: Perform other related duties as required. Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

Salary range is \$38,335-\$47,406 (DOE&Q) with excellent fringe benefits package. For consideration, an applicant may (1) submit a letter of interest, a detailed resume, and a Disclosure and Release Form (this form is on the City's website) **or** (2) may choose to fill out an online application using:

<https://cityhall.portarthur.net:444/Forms/HREmploymentApplication>

For questions, please call the Department of Human Resources at 409-983-8218. (EEO/AAN/F/RC/H) The City of Port Arthur is an Equal Opportunity Employer.

CITY-OF PORT ARTHUR

JOB TITLE: Telecommunication Operator I

EXEMPT: _____

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

NON-EXEMPT: X

DEPARTMENT: Police

DIVISION: Support

SALARY RANGE: 26

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 and process E-911, emergency and non-emergency calls requesting services and information, respond to triggered alarms; determine nature and location of all calls; determine priority and dispatch safety units 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 through computer-aided dispatch (CAD) software/manual log.

Enter, update and retrieve information from the Texas Crime Information Center (TCIC) and 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, Municipal Court, and police stations.

Send emergency and informational messages using Southeast Texas Alerting Network (STAN), Blackboard Connect and/or other mass notification system.

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:

Operate and maintain various telecommunications devices for the deaf/text telephone (TDD/TTY) and hearing-impaired devices and recording equipment.

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.

CITY OF PORT ARTHUR
Telecommunications Operator (Continued)

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 English (bi-lingual a plus)*
- *operating assigned equipment*
- *multitasking*
- *retain and recall information from memory*
- *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*
- *perform basic mathematical calculations.*
- *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*
- *passing pre-employment physical and screenings.*

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.

Maintain certification in NCIC, TCIC, mass notification systems (STAN and Blackboard Connect), and other specialties as needed.

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

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