



# City of Galveston

## HUMAN RESOURCES DEPARTMENT

P. O. Box 779 | Galveston, TX 77553-0779  
409.797.3650 (Office) | 409.356.4003 (Facsimile)

**Job Title:** Telecommunicator

**Location:** Galveston, TX

**Department:** Police

**Salary Range:** \$37,413-\$56,119

**Status:** Open Until Filled

**SUMMARY OF DUTIES:** Under general supervision, performs various technical and staff support activities for the Police Department by answering incoming phone lines for both emergency and non-emergency numbers. Primary duties include, but are not limited to, processing and retrieving data from TCIC/NCIC System; monitoring incoming teletypes and other information as required by departmental and state guidelines; maintaining records in the Incode System for warrants by confirming information and marking served when required; and training new and existing employees in the regular course of daily responsibilities.

### Minimum Requirements:

- High school diploma or equivalent required.
- Six months to one year of related experience preferred.
- Ability to pass CritiCall computerized testing. CritiCall is software that tests dispatcher, call taker, and telecommunicator applicants for critical skills and abilities necessary for success in today's complex and stressful dispatching environment.

### LICENSE AND CERTIFICATION:

- Must have the ability to obtain Emergency Medical Dispatch Certification within one year of hire date.
- Must have the ability to obtain Basic Telecommunicator Certification from the Texas Commission on Law Enforcement (TCOLE) and have the ability to receive access from the National Crime Information Center. Please refer to the TCOLE website to determine if you are qualified to receive the required certification and licensing – <https://www.tcole.texas.gov/>.

A City of Galveston employment application is required and may be completed online at <https://www.galvestontx.gov/519/Employment> If you have any questions please reach out to the Human Resources department at 409.797.3650.

