
Assistant NETCOM Manager

Pay Range: **\$2,121.60 - \$2,652.00/bi-weekly**

FLSA: **Non-exempt**

Department: **Police Department**

of Openings: **1**

Description

Application Process:

- **Deadline to Apply: January 21, 2022**
- All candidates interested in applying must complete an online application (<https://www.cityofkeller.com/services/human-resources/employment>), even if attaching a cover letter and resume.
- Applicants **must** successfully complete the following:
 - CritiCall testing is required for external candidates (to be scheduled on an ongoing basis). Preparation Guide and Practice Tests are available at <https://critical911.com/dispatcher-testing/applicants>. Candidates must achieve a minimum passing score to be considered for employment.
 - After obtaining a passing CritiCall score, the applicant will be given a Personal History Statement (PHS) to complete and return. The document must be notarized with all supporting documentation attached.
 - Preliminary Interview for external candidates including Personal History Statement review
 - Interview Board
 - Following a conditional job offer, pre-employment requirements for external candidates include but are not limited to:
 - Background Investigation (includes, but not limited to Polygraph, Psychological, Medical (Fit for Duty Physical) w/Drug Screen)
 - Credit Check
 - Job related hiring documents, if selected for employment.
 - Interview with Chief of Police
- Expected duration of process: approximately 6-8 weeks after the posting announcement close date
- Re-application period: all candidates are welcome to apply for any currently posted job opportunity at anytime

The City of Keller is an **Equal Opportunity Employer**. If you need an accommodation, please call the Human Resources Department at 817-743-4040. For all other inquiries, please contact Sergeant Darrell Potts at 817-743-4543 or dpotts@cityofkeller.com.

Position Function - Under the direction of the NETCOM Manager coordinates personnel and department resources for the successful operation of communication services involving four cities. The incumbent oversees all aspects of communications, including personnel, budget, equipment and various legal issues/requirements.

Essential Duties	% of Performance
Supervise, select, train, evaluate and discipline dispatchers based on City of Keller standards. Oversee quality assurance & quality improvement (QA/QI). Oversee proposed schedules to maintain adequate shift coverage during high peak hours and special event workloads. Oversee Communications Training Officer Program (CTO) & Telecommunicator professional development.	50%
Assume responsibility as the State of Texas Terminal Agency Coordinator (TAC) which includes the duties: a) Security of TLETS/NLETS, b) TCIC NCIC training updates, c) Regional validations and d) Upgrade of all TCIC and NCIC policies and procedures.	15%
Represent the department at Regional Communications Meetings, User Group Meetings, PSAP Meetings and Regional Training Meetings. Coordinate with four (4) Fire Chiefs, three (3) Police Chiefs and various other City Departments to ensure NETCOM is meeting their communications requirements.	15%
Inspect, document and schedule maintenance procedures on all dispatch-related equipment. Assists in developing equipment specification, as needed. Provide CAD, RMS, 911 computer support as required. Coordinates long-term communications facility and requirement plans.	15%
Perform additional duties as assigned, including participation in the annual budget process and attend training.	5%
Total:	100%

Physical Demand	Frequency
Balancing	R
Bending	O
Carrying	O
Climbing	R
Crawling	R
Crouching	R
Fine Dexterity	C
Foot Controls	O
Handling	F
Hearing	C
Kneeling	R
Lifting	O
Pushing/Pulling	O
Reaching	O
Standing	O
Sitting	C
Stooping	O
Twisting	R
Vision	C
Walking	O

Legend
C - Continuous
F - Frequently
O - Occasionally
R - Rarely
N - Never

Physical Demand Descriptions

(The following descriptions are provided as an example of potential physical and/or sensory activities and does not address the potential for reasonable accommodation; it is intended as general examples of possible physical/sensory demands that might occur during the performance of the position functions/duties, and are not intended to be all inclusive.)

Bending/Climbing/Balancing - picking up supplies, files, stairs, step stool, walking, standing, filing, etc.

Carrying/Lifting - up to 25 lbs., files, filing, office supplies, etc.

Fine Dexterity - telephone, keyboard, 10-key calculator, computer hardware, writing, and software usage, etc.

Foot Controls - step stools, walking, etc.

Hearing - telephone, meetings, etc.

Pushing/Pulling/Reaching/Stooping/Twisting - supplies, files, file drawers, etc.

Standing - mail distribution, filing, meetings, etc.

Sitting - desk work, meetings, etc.

Vision - writing, typing, filing, reading, auditing, etc.

Walking - around office, to and from building, meetings, etc.

Machines, Tools, Equipment and/or Work Aids

(The following list is intended to provide examples of possible machines, equipment, tools and/or work aids that might be

needed to perform position functions/duties and should not to be construed as a comprehensive or complete catalog. This list does not include and does not supersede any requirements with respect to safety or protective equipment, uniforms, apparel, gear or apparatuses required for the performance of any duties described herein.)

Audio/Visual equipment, Calculator, "Ten Key", Computer, Copier, Facsimile, Keyboard, Office supplies, Scanner, Security Cameras, Software, Telephone, Vehicle, Emergency Plans, etc.

Environment

Duties are generally performed in an office environment. Possible exposure to dust, mold, and electricity.

Requirements/Knowledge/Skills/Abilities

Five (5) years experience in dispatch, preferably in a multi-person dispatch facility.

One (1) year of supervisory experience required, preferably in dispatch including scheduling and dealing with discipline issues.

Certified Training Officer (CTO) training and/or experience preferred.

Emergency Medical Dispatch experience, certification preferred.

Fire Communication Dispatch experience, certification preferred.

Ability to pass an audiogram exam.

Ability to type 25 wpm, enter data, type reports and competent in the use of Microsoft Excel, Word, Outlook, Power Point and organization specific software.

Ability to read maps, computer screens and closed circuit monitoring television systems.

Must be able to research, compile and analyze data, and then present findings to management in an acceptable format.

Must exhibit attention to detail, accuracy, and safety.

Must be able to monitor and keep up with workload and projects.

Ability to work under high demands, short time constraints, and pressure of a fast paced work environment.

Ability to understand and adhere to federal, State and City regulations, best practices and policies affecting department and job related activities.

Ability to establish and maintain effective working and professional relationships with City and other public employees, public officials, contractors, consultants, vendors, and the general public.

Ability to provide guidance, assistance and/or interpretation to others regarding the application of processes and/or procedures.

Ability to communicate clearly and precisely in person and on the radio using good diction and a well-modulated voice.

Ability to think and act quickly, accurately and calmly in emergency situations.

Ability to coordinate several activities at the same time.

Must possess a valid Texas Class C driver license and a safe driving record.

Must pass all post offer pre-employment processes and/or procedures, to include but not limited to Drug

Screen, Physical Examination, and applicable Background Checks.

Are you a returning applicant? Enter your email & password, then click "Add to My Jobs" to access your existing application. On the next screen, you can update your application by clicking "Update Application Data", or submit your current application by clicking "Use Existing Data".

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Password:

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If you do not remember your password [click here](#).

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