



**WILLIAMSON COUNTY**  
invites applications for the position of:

# Telecommunications Officer - 911 Dispatcher

An Equal Opportunity Employer

---

**SALARY:** \$26.23 Hourly

**OPENING DATE:** 07/19/22

**CLOSING DATE:** 09/30/22 11:59 PM

**LOCATION:** Georgetown: 911 Tracy Chambers Ln

**DEPARTMENT:** 911 Communications

**JOB SUMMARY:**

Reporting directly to a Telecommunications Supervisor, responsible for answering and transferring emergency and non-emergency calls from multi-line phone systems. Dispatches calls to appropriate law enforcement, fire, and emergency medical service agency.

**EXAMPLES OF WORK PERFORMED:**

- Maintains data entry log of all phone calls and radio traffic in Computer Aided Dispatch (CAD) system
- Processes teletype (TLETS) information and complete in-house system computer searches
- Operates radio console consisting of numerous talk groups
- Deploys to the field providing incident-based communications
- Maintains strict confidentiality of all materials and information
- Attends all drills, training, and meetings, as required
- Eligible for Education/Quality Assurance Stipend
- Assists in training new staff members
- Performs quality assurance reviews and provides feedback to supervisor
- Performs special duties as assigned

**PHYSICAL DEMANDS**

- Position involves prolonged sitting at a workstation, reaching, walking, twisting, bending, repetitive motions, and standing
- Position involves occasional lifting and carrying of up to fifty (50) pounds and exertion of up to twenty-five (25) pounds of force to move objects

**ENVIRONMENTAL FACTORS**

- Work is primarily indoors in an air-conditioned environment
- High-volume, fast-paced environment dealing with life-threatening situations
- Constant contact with the public under duress and in crisis situations

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.

## **MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent
- Data entry efficiency at a minimum of 35 wpm
- Two (2) years of customer service experience requiring problem solving skills

## **LICENSES AND CERTIFICATIONS**

- Required within thirty (30) days of employment
- Valid driver's license
- Required within ninety (90) days of employment
- Texas Commission on Law Enforcement (TCOLE) Telecommunicator license
- Williamson County Emergency Communications (WCEC) credentialing in call taking
- Required within one (1) year of employment
- Telecommunications Device for the Deaf (TDD) certification
- Texas Law Enforcement Telecommunications System (TLETS), Texas Crime Information Center (TCIC), and National Crime Information Center (NCIC) full access certifications
- Federal Emergency Management Agency (FEMA) Incident Command System (ICS) 100, 200, 700, 800
- CPR/AED certification
- International Academy of Emergency Dispatch (IAED), Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and Emergency Police Dispatch (EPD) certifications
- Williamson County Emergency Communications (WCEC) credentialing in:
  - call taking
  - either law enforcement radio dispatching or fire/emergency medical dispatching
- Required within two (2) years of employment
- Williamson County Emergency Communications (WCEC) credentialing in:
  - call taking
  - both law enforcement radio dispatching and fire/emergency medical dispatching

## **PREFERRED QUALIFICATIONS**

- Currently licensed as Telecommunicator by TCOLE
- Two (2) years of experience working in public safety radio dispatch and communications
- Additional certifications in law enforcement, fire, emergency medical services, communications, and/or emergency management

## **EMPLOYMENT TESTING**

- Employment is contingent on passing any post-offer pre-employment screening as listed below:
  - Criminal background check: Yes
  - Motor Vehicle Record check: Yes
  - Drug screening: Yes
  - Physical exam: No
  - Psychological exam: Yes
  - Additional: N/A

## **IRREGULAR HOURS**

- Work designated schedule and other hours as required to meet customer needs, including nights, weekends and holidays
- Work 12 hour shifts and occasionally required to work mandatory overtime and be available for emergency callback at any time
- Monthly trainings and miscellaneous trainings may occur on scheduled days off
- Essential Personnel for Emergency Situations; discretion of Department Director

## **ORGANIZATION RELATIONSHIPS**

- Reports directly to – Lieutenant
- Direct Reports – No

### **TOBACCO FREE WORKPLACE POLICY**

Williamson County is a tobacco free workplace. The use of tobacco and non-tobacco products such as vapor, e-cigarettes and the use of chewing tobacco or like products is prohibited on all Williamson County premises. Employees who violate this policy are subject to appropriate disciplinary action up to and including termination of employment.

### **SUPPLEMENTAL INFORMATION:**

Williamson County is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. If you require an accommodation in order to apply for a position, please request assistance from the Human Resources Department.

A Williamson County online application (resumes alone are not sufficient) must be received before the position is closed. Positions are open until filled, subject to close at any time after five days. The Human Resources Department is located at 100 Wilco Way, Suite HR-101, Georgetown, TX 78626. Phone (512) 943-1533 or visit our website at [www.wilco.org](http://www.wilco.org).

---

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.wilco.org/hr>

Job #14.02030  
TELECOMMUNICATIONS OFFICER - 911 DISPATCHER  
LG

OUR OFFICE IS LOCATED AT:  
Human Resources  
100 Wilco Way, Suite HR101  
Georgetown, TX 78626  
512-943-1533  
[humanresources@wilco.org](mailto:humanresources@wilco.org)

An Equal Opportunity Employer

---

### **Telecommunications Officer - 911 Dispatcher Supplemental Questionnaire**

- \* 1. Do you have a high school diploma, or equivalent?  
 Yes  
 No
- \* 2. Do you have Public Safety Radio dispatching experience? If yes, How long?
- \* 3. Do you have experience in Public Safety call taking? If yes, how long?
- \* 4. Do you have experience dispatching either Fire, Medical or Police? If yes, please list which you have experience with.
- \* 5. Do you currently or have you ever held a Telecommunicator TCOLE license? If yes, what is your license number:
- \* 6. Do you have experience entering data into a computer-aided dispatch (CAD) system?

Yes  No

- \* 7. Which of the following best describes your experience with high crisis stressful situations while remaining calm to relay detailed information?
  - No experience
  - Some experience
  - Experienced
  - Expert
- \* 8. Which of the following best describes your experience providing emergency medical instructions over the phone?
  - No experience
  - Some experience
  - Experienced
  - Expert
- \* 9. Emergency Communication Dispatchers are required to work mandatory overtime. Are you willing to work overtime?
  - Yes  No
- \* 10. Are you willing to work 12 hour shifts which may include days, nights, weekends and holidays?
  - Yes  No
- \* 11. Are you willing to learn all aspects of a fast paced, multi-tasking job where you will be required to speak with emotionally distraught customers while simultaneously typing and relaying information to responding agencies?
  - Yes  No
- \* 12. Are you able to deal with high stress crisis calls, such as the death of a child or injured first responder, yet set it all aside and continue to calmly deal with an irate citizen complaining of a barking dog, all within a few minutes time frame?
  - Yes  No
- \* 13. Are you able to deal calmly with angry people and assist them in finding a solution to their problems?
  - Yes  No
- \* 14. Due to the nature of this position, the successful applicant must be able to pass a post-offer comprehensive criminal records investigation to access TLETS and associated systems as per CJIS Security Policy. The offer of employment will be contingent upon a non-disqualifying criminal history background check. I understand the requirement and will complete necessary disclosure paperwork.
  - Yes  No
- \* 15. Obtaining a TCOLE license is a requirement of this position. Texas Administrative Code outlines the minimum requirements regarding residency, criminal background, and education to obtain a TCOLE license. Please follow this link or copy and paste the link into your browser to review the TCOLE minimum requirements:  
[https://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p\\_dir=&p\\_rloc=&p\\_tloc=&p\\_ploc=&pg=1&p\\_tac=&ti=37&pt=7&ch=217&rl=1](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=37&pt=7&ch=217&rl=1)
  - Yes, I have reviewed the TCOLE Requirements.

\* 16. After reviewing the minimum requirements, I confirm that I am to eligible obtain a TCOLE license.

Yes, I am eligible to obtain a TCOLE license.

No, I am not eligible to obtain a TCOLE license.

\* Required Question