Travis County

(911 Dispatch) Telecommunications 9-1-1 Specialist

SALARY	$55,577.60 - $68,099.20 Annually	**LOCATION**	Austin, TX
JOB TYPE	Full Time	**JOB NUMBER**	26-10796
DEPARTMENT	Sheriff	**OPENING DATE**	08/03/2026
CLOSING DATE	8/23/2026 11:59 PM Central		

Job Summary

Do you want to be a first responder while enjoying the benefits of an air-conditioned office? Do you like a fast-paced work environment where no two days are exactly the same? Are you good with a keyboard and have great multitasking skills? Are you a good listener? Are you able to be the calm voice in stressful or chaotic situations?

If you answered yes to these questions, a job as a Telecommunications Specialist–9-1-1 dispatcher might be for you. This position is located at our Combined Transportation, Emergency, and Communication Center and focuses on supporting our community. 9-1-1 Specialists are the first point of contact on 9-1-1 and coordinate Law Enforcement, EMS, and Fire response.

This is a great position for those interested in developing their critical response skills in a rewarding and fast-paced environment, and who desire a competitive Total Rewards Package. Travis County offers one of the highest-rated retirement plans. We also offer vacation and sick leave, medical, dental, vision, short-term disability, personal holidays, 12 company holidays, and longevity pay. Additionally, Telecommunicators are eligible for licensing pay and shift differential for evening and night shifts.

Distinguishing Characteristics:
This is the first in a series of three telecommunications-related job classifications within the Public Safety/Emergency Management job family. This classification is distinguished from the Telecommunications 9-1-1 Senior in that incumbents typically specialize in a division/department function and also possess broader knowledge/skills about division/department operation to allow more independence in carrying out responsibilities. May be required to work on rotating shifts, including weekends and holidays. This classification may require a flexible work schedule in order to meet the needs of the department.

Duties and Responsibilities

- Answers incoming emergency (9-1-1) and non-emergency calls.
- Operates emergency telecommunications networks equipment used in receiving and relaying information in response to emergency calls.

- Refers emergency fire and EMS calls by communicating with persons verbally over telephone and radio equipment. Ensures callers are transferred to appropriate agencies.
- Maintains telephone contact with callers during critical incidents and updates dispatch card with information pertaining to the call. Keeps caller calm and focused. Controls the call to quickly and accurately obtain necessary information.
- Operates telephone device for the hearing impaired (TDD) to ensure emergency services is provided.
- Accesses Language Line to ensure appropriate emergency response.
- Operates a radio system in accordance with FCC rules and regulations.
- Dispatches units to various calls for services.
- Coordinates, performs and controls multiple 9-1-1 communication multiple-simultaneous tasks on demand.
- Obtains and relays information to patrol officers and staff through telecommunications networks using a Computer Aided Dispatch Terminal (CAD), NCIC, TCIC, and TLETS. Uses log, runs inquiries, researches and enters information, assigns case numbers and maintains databases.
- Uses laws, rules, regulations, policies and procedures for ensuring proper response to the public calls for assistance and inquiry.
- May interpret maps and other legal location description documents.
- Obtains appropriate information from calls via 9-1-1 telephone system.
- Processes information and data in accordance with TCSO policies and legal requirements.
- May operate a county vehicle for business purposes and under non-emergency conditions.
- Performs other job-related duties as assigned.

Minimum Requirements

Education and Experience:

High School diploma or G.E.D. AND one (1) year of telecommunications experience or equivalent, including one (1) year of computer experience;

OR,

Any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job.

Licenses, Registrations, Certifications, or Special Requirements:

Incumbents are required to pass an exam administered by the Texas Commission on Law Enforcement (TCOLE) in order to obtain their Basic Telecommunicator license within the first year of employment. This license must be maintained throughout employment as a 9-1-1 Telecommunications Specialist.
Must be a U.S. Citizen.

Preferred:

Valid Texas Driver's License.

Typing Speed: 40 words per minute or greater.

Experience in Telecommunications.

Experience in law enforcement, telecommunications and CAD systems.

Bilingual in English and Spanish.

Experience with TLETS/NCIC/TCIC and Open Fox.

Applicants are encouraged to attach a resume with their online applications.

Knowledge, Skills, and Abilities:

Knowledge of:

- 9-1-1 concepts and equipment functions.
- Federal, State, Local and County communications laws, rules, regulations, and guidelines.
- Law enforcement computer databases and telecommunications networks.
- Basic telephone courtesy and functional knowledge.
- Computer equipment to include word processing, spreadsheets, databases, and a variety of software packages.

Skill in:

- Operating a variety of modern office equipment, including a computer.
- Both verbal and written communication.

Ability to:

- Gain working knowledge of the physical County geography layout.
- Communicate clearly, concisely and with professional tact both verbally and in writing.
- Perform on demand, in a highly stressful environment, while maintaining a professional manner.
- Perform multiple-simultaneous tasks on demand.
- React and remain calm under stress and make quick and calm decisions in emergency situations.
- Understand and carry out verbal and written directions/instructions.
- Establish and maintain effective working relationships with departmental clientele, representatives of outside agencies, other County employees and officials, and the general public.

Work Environment & Other Information

Physical requirements include the ability to lift/carry up to 20-40 pounds and pushing/pulling with force up to 20-40 pounds, occasionally. Subject to constant sitting, reaching, talking, audition, and exercise of fine dexterity, occasional standing, walking, climbing, kneeling/crouching, bending/squatting, and gripping/grasping to perform the essential functions. Subject to job related stress and client/customer communications within the confines of the communication center. Work requires coverage 24-hours/7-days a week.

Travis County employees play an important role in business continuity. As such, employees can be assigned to business continuity efforts outside of normal job functions.

This job description is intended to be generic in nature. It is not necessarily an exhaustive list of all duties and responsibilities. The essential duties, functions and responsibilities and overtime eligibility may vary based on the specific tasks assigned to the position.

Work Hours: Work Hours Vary, Works some holidays, nights, or weekends.

10-hour shifts

24-hour per day operation

7 days per week

Location: Austin, TX

Department: Sheriff

Criminal Background Check, Credit Check, TCOLE, Driving Record, Physical Exam, Drug Test, Alcohol Test, Psychological Test, Education, and Employment History Check Required.

For updates or questions on this position, contact: Lydia.Cairo@traviscountytx.gov

CritiCall Testing will be held week of September 7, 2026 – September 13, 2026.

Interviews will be held week of September 21, 2026 – September 25, 2026.

Employer
Travis County

Address
700 Lavaca Street

Austin, Texas, 78701

Website
https://www.traviscountytx.gov/human-resources/jobs

(911 Dispatch) Telecommunications 9-1-1 Specialist Supplemental Questionnaire

*QUESTION 1

Have you ever worked as a dispatcher/Telecommunicator for a Law Enforcement Agency, Fire Agency, EMS Agency, or call center for a private business?

- ◯ Yes
- ◯ No

*QUESTION 2

How many years of Law Enforcement dispatch experience do you have in radio dispatching?

- ◯ None
- ◯ Less than 1 year
- ◯ 1 to 5 years
- ◯ 5 years or more

*QUESTION 3

How many years of Law Enforcement dispatch experience do you have in 9-1-1 Non-Emergency Call taking?

- ◯ None
- ◯ Less than 1 year
- ◯ 1 to 5 years
- ◯ 5 years or more

*QUESTION 4

Please check each of the following of which you have experience:

- ◯ Computer Aided Dispatch System (CAD)
- ◯ NCIC / TCIC (or other state equivalent of TCIC)
- ◯ None of the above

*QUESTION 5

If you have had experience with these systems, which of the following functions did you perform?

- ◯ Queries (Driver's License, Wanted Persons, Vehicle, Property checks)
- ◯ Entries (Missing Persons, Vehicles, etc.)
- ◯ Confirmations (Wanted Persons, Stolen Vehicles & Property, etc.)
- ◯ NLETS / TLETS (or other state equivalent of TLETS)
- ◯ Teletypes (Regional, State or National Broadcasts)
- ◯ None

*QUESTION 6

Have you ever had a TCOLE issued Telecommunicator License?

- ◯ Yes
- ◯ No

*QUESTION 7

If you have had a TCOLE issued Telecommunicator License, which of the following was it:

- ◯ Basic
- ◯ Intermediate
- ◯ Advanced
- ◯ Masters
- ◯ N/A

*QUESTION 8

How many years of experience do you have working in a call center?

- ◯ None
- ◯ Less than 1 year
- ◯ 1 to 5 years
- ◯ 5 years or more

*QUESTION 9

Do you have dispatching or call-taking experience that wasn't law enforcement related?

- ◯ Yes
- ◯ No

*QUESTION 10

How many years of non-related law enforcement dispatching or call-taking experience do you have in other areas i.e. military, wrecker, transportation, service industry, etc.?

- ◯ None
- ◯ Less than 1 year
- ◯ 1 to 5 years
- ◯ Less than 5 years

*QUESTION 11

How many years of non-related law enforcement dispatching or call-taking experience in Fire/EMS do you have?

- ◯ None
- ◯ Less than 1 year
- ◯ 1 to 5 years
- ◯ 5 years or more

*QUESTION 12

How many verifiable words per minute can you type?

*QUESTION 13

This position requires shift work. Are you willing to work hours that include evenings, nights, weekends, and holidays?

- ◯ Yes
- ◯ No

* Required Question