



AUSTIN COUNTY SHERIFF'S OFFICE TELECOMMUNICATOR

SALARY:

\$22.27 per hour starting
\$23.17 per hour (Senior Dispatcher)

LOCATION:

Austin County Sheriff's Office
417 N. Chesley Street
Bellville, TX. 77418

SHIFT:

6:00 am – 6:00 pm – Day Shift
6:00 pm – 6:00 am – Night Shift

HOURS:

84 hours per 2 weeks
48 hours week 1, 36 hours week 2
8 hours paid overtime each two
week period

JOB TYPE:

Full-time Regular

SUMMARY:

Operates telecommunication equipment such as 800MHz Trunked Radio System, VHF Conventional Radio System, Computer Aided Dispatch (CAD) System, Criminal Integrated Justice System (CIJS), Records Management System (RMS), Computer Telephony 9-1-1 and Mapping System, and digital logging recorder.

DUTIES AND RESPONSIBILITIES:

- Answers emergency and non-emergency calls from the general public and routes calls to other public safety agency dispatchers as needed
- Enters call subject matter into computer and prioritizes calls for service
- Assigns call requests as a single service (law enforcement or fire/EMS) dispatcher over a two-way radio to law enforcement responders or fire/EMS responders in vicinity to investigate incident or provide assistance
- Responds to requests for information regarding CAD incident numbers, case numbers, arrival times, citizen addresses and other Public Safety Communications information
- Researches law enforcement databases to verify information on individuals, such as driver's license validity, existence of protective orders, missing person stolen/recovered vehicle, warrants, vehicle registration and criminal history
- Maintains public safety responder location and en route status logs
- Assists training new employees in procedures for dispatching, radio communications, notification of proper personnel, operation of telecommunication equipment, documentation of calls and other related procedures
- Performs related duties as required

MINIMUM QUALIFICATIONS:

- High School diploma or GED from an accredited school
- 18 years of age
- U.S. Citizen or Certificate of naturalization
- Valid driver license or state ID (must be issued by Texas by date of hire)
- Must pass an extensive background investigation and drug screening
- Must be willing to accept any assigned shift
- If not currently licensed, must obtain state licensure within 1 year of hire date

WORKING CONDITIONS AND PHYSICAL DEMANDS:

- Constantly working in indoor conditions; high call volume, fast paced and stressful call center environment
- Occasionally moves items weighing up to 10-15 pounds
- Occasionally moves about the office
- Frequently communicates with others; must be able to exchange accurate information
- Constantly operates a computer and other office productivity machinery
- Positions self to perform essential functions
- Must be able to remain in a stationary position

ADDITIONAL BENEFITS:

- TCOLE certificate pay: Intermediate - \$600.00 per year, Advanced - \$900.00 per year, and Master - \$1,200.00 per year
- TDRS retirement system
- Austin County medical, dental, and vision insurance
- Longevity pay after 5 years of continuous service
- All training, licensure, and continuing education paid for by the Austin County Sheriff's Office.

PROCESS:

Applications for this position may be obtained:

- www.austincountyso.com - Employment Opportunities tab - "Application" button
- At the Austin County Sheriff's Office

Fill out application ENTIRELY, including copies of all requested documentation and mail or drop off the completed package to the Austin County Sheriff's Office.

For additional information or questions, contact Dana Garcia, Dispatch Supervisor – (979) 865-3111

Austin County is an Equal Opportunity Employer and committed to Workplace Diversity. We are committed to providing equal opportunity for protected veterans and individuals with disabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions