



JOB POSTING # 21-057

LEAD TELECOMMUNICATIONS OPERATOR POLICE DEPARTMENT

**HOURLY RATE: \$ 15.63- \$ 17.08
Open to Filed**

The City of Kingsville is taking applications for **Lead Telecommunications Operator** in the Police Department. Responsible for receiving, evaluating and dispatching police, fire and EMS calls for service in a timely manner and performing notification and information gathering duties in support of personnel in the field. Operators also receive paperwork generated by police personnel and properly route and file such paperwork. Responsible for training all new employees in the Communications Center. Reviews and makes recommendations for updates of training materials, tests and evaluates trainees daily. Performs other duties as assigned.

TRAINING, EXPERIENCE, AND/OR REQUIREMENTS:

Must have three (3) years police dispatching experience. Ability to communicate effectively in English (orally and in writing). Ability to analyze data/information, make quick, accurate decisions as well as train staff under stressful conditions. Must be able to maintain an acceptable level of confidentiality when dealing with privileged information.

Position requires working on shift assignments. Must maintain TCOLE Telecommunication certification. Ability to communicate clearly and concisely, orally and in writing with attention to detail in documentation and presentation. Ability to establish and maintain effective working relationships and to communicate with department personnel, City employees and the public.

Employee Behavior and Conduct:

City employees shall conduct themselves in a professional manner and shall exhibit and extend such professional conduct appropriate for the circumstances to those with whom they come into contact both internally and externally during the performance of their duties. Examples of professional conduct include, but are not limited to, being communicative, informative, fair, honest and respectful.

All City employees are required in the course and scope of their employment to provide services for the benefit of the public during emergency situations that threaten the safety of Kingsville's citizens. City employees must be able to work immediately before, during, and/or immediately after an emergency.

All positions require the following: 1) High School diploma or equivalent, 2) possession of a valid driver's license 3) satisfactory driving record and 4) proof of eligibility to work in the U.S. legally. The successful applicant will be required to pass a pre-employment drug screen and background investigation.

Applications may be picked up at City of Kingsville-Human Resources, 400 W. King Avenue, Kingsville, Texas 78363. For more information call 361-595-8017 or e-mail hadmin@cityofkingsville.com EOE.

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10:00 a.m.