



CITY OF LEAGUE CITY
invites applications for the position of:

Telecommunicator

SALARY: \$18.66 - \$26.12 Hourly

OPENING DATE: 11/16/21

CLOSING DATE: 11/30/21 11:59 PM

JOB DESCRIPTION:

Telecommunicators with League City answer emergency 9-1-1 calls and non-emergency telephone calls and provide lifesaving instructions while effectively communicating and relaying critical information between and among first responders and citizens. Telecommunicators play an essential part in the Public Safety System by dispatching emergency personnel and first responders to Police, Fire, and EMS calls for service 24/7. This is a safety sensitive and/or DOT position. As such, you will be required to participate in random drug testing at the city.



[Click here to learn more about League City Telecommunicators](#)

[Click here to download the required Personal History Statement](#)

EXAMPLE OF DUTIES:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Operates radio systems for Police, Fire, EMS, Fire Marshal, and after hour City services.
- Operates a computer aided dispatch system in conjunction with a radio system to dispatch appropriate field units via radio, relay information to mobile units, and receive and process

information for departmental officials while constantly monitoring and maintaining contact with field units.

- Updates necessary information to appropriate City departments and public safety agencies; ensures information is relayed in a timely manner.
- Answers incoming multi-line Emergency 9-1-1 telephone calls and delivers lifesaving medical instructions.
- Answers and directs all incoming non-emergency multi-line phones, including calls to the jail, administration, records, CID, animal control, traffic division, and calls for services that are received at the department. Contacts other law enforcement agencies, citizens, wrecker companies, utilities, railroads, City departments and other support functions to properly handle and process calls for service.
- Processes and retrieves data from the TCIC/NCIC system, monitors incoming teletypes, and other information as required by departmental and state guidelines.
- Provides training to new and existing employees and maintains specialized training certificates and licenses.
- Confirms and processes international, national, state, and City warrants and other documents according to policy and related laws.
- Performs related work as required.

MINIMUM QUALIFICATIONS:

- Six (6) months of training beyond High school diploma (or GED equivalent) and the ability to pass CritiCall computerized testing; ability to pass all pre-employment screening such as personal interview; thorough background investigation, polygraph and psychological exams.
- At least one (1) year of related work experience preferred.

Preferred Licenses or Certifications

- Emergency Medical Dispatch Certification
- TCOLE Basic Telecommunications Certification and License with the ability to receive access from the National Crime Information Center

SUPPLEMENTAL INFORMATION:

Knowledge of:

- English grammar, spelling, punctuation
- 9-1-1 equipment and its functions, PROQA dispatching system and card sets, and telecommunication devices for the deaf
- CAD commands, nature codes, and functionality and uses these commands accurately
- Phone systems and directories
- City and departmental policies and procedures; local laws and ordinances
- FCC laws concerning using a radio to communicate with field units
- Warrant procedures and processing requirements
- Training and FTO program software
- Surrounding agencies and jurisdictional boundaries
- Modern office procedures, methods and computer equipment

Skill in:

- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships
- Keyboarding and data entry
- Listening, comprehension, articulation and decision making
- Providing customer service
- Performing a variety of duties, often changing from one task to another of a different nature
- Operating 9-1-1 equipment and other emergency medical dispatching systems

Ability to:

- Meet schedules and deadlines of the work
- Pass CritiCall computerized testing
- Obtain TCOLE Basic Telecommunications Certification and other required Licenses
- Receive access from the National Crime Information Center
- Pass extensive pre-employment screening, background investigation, polygraph, and psychological exams
- Obtain Emergency Medical Dispatch Certification within one year of hire date
- Gather and disseminate information, clearly, accurately and rapidly
- Remain calm and level-headed in high stress situations
- Understand and carry out oral and written directions
- Accurately organize and maintain paper documents and electronic files
- Maintain the confidentiality of information and professional boundaries

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The position is generally sedentary. Employees sit most of the time, but may walk or stand for brief periods of time.