



Glenn Hegar Texas Comptroller of Public Accounts

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Job Description

TJJD - Police Communications Operator I - Incident Reporting Center (IRC) Specialist - (AUS) - 13919 (00013919)

Organization: TEXAS JUVENILE JUSTICE DEPARTMENT

Primary Location: Texas-Austin

Work Locations: Austin Central Office 11209 Metric Blvd Bldg
H Austin 78758-4183

Job: Office and Administrative Support

Employee Status: Regular

Schedule: Full-time

Standard Hours Per Week: 40.00

State Job Code: 6095

Salary Admin Plan: A

Grade: 13

Salary (Pay Basis): 2,453.25 - 2,735.73 (Monthly)

Number of Openings: 1

Overtime Status: Non-exempt

Job Posting: Mar 19, 2021, 1:19:53 PM

Closing Date: Ongoing

Description

HOW TO APPLY

Complete a State of Texas Application for Employment and the following additional forms (available at <http://www.tjjd.texas.gov/index.php/doc-library/category/304-forms>):

1. TJJJ Employment Application Supplement (HR-003)
2. Child Abuse Registry Check Consent Form (HR-028)
3. Disclosure of PREA Employment Standards Violation (HR-975)
4. Authorization to Release Information (HR-074)

Failure to complete and submit the above forms will cause delays in your consideration for this position.

Apply Online at

<https://capps.taleo.net/careersection/644/jobdetail.ftl?job=00013919&tz=GMT-05:00> and attach to the application the above additional forms along with copies of high school/college diploma(s), copy of official college transcripts, any licenses/certifications, and, if a military veteran, any Certificate of Release or Discharge from Active Duty (DD Form 214).

Apply through Work-In-Texas at

<https://www.workintexas.com/vosnet/loginintro.aspx>. You will also need to complete and attach to the application the supplemental questions/forms indicated above along with a copies of high school/college diploma(s), copy of official college transcripts, any licenses/certifications, and, if a military veteran, any Certificate of Release or Discharge from Active Duty (DD Form 214). The additional forms are available at: <http://www.tjjd.texas.gov/index.php/doc-library/category/304-forms> and can be submitted via email to: hrjobs@tjjd.texas.gov.

Apply via Email to hrjobs@tjjd.texas.gov. Send completed application, supplemental questions/forms, and copies of high school/college diploma(s), copy of official college transcripts, any licenses/certifications, and, if a military veteran, any Certificate of Release or Discharge from Active Duty (DD Form 214).

PLEASE NOTE

Your job application must be completely filled out and include all employment, do not limit employment to the past 10-15 years. Your application must contain complete job histories, which include job titles, name of employer, dates of employment (month & year), supervisor's name and phone number, and a description of duties performed, and whether it was full-time or part-time and hours per week. If any of this information is not provided, your application may be rejected as incomplete. **Resumes do not take the place of this required information.**

Applicants must be able to pass a Criminal Background Check and any other requirements listed under Minimum Qualifications.

BENEFITS

State of Texas Benefits and Retirement Information can be found at <https://www.ers.texas.gov>. Benefits include: Retirement plan, paid group health & life insurance for employee, paid holidays, paid vacation leave, paid sick leave, longevity pay, educational assistance program, employee assistance program. Optional add-on benefits include: Dental, Vision, Optional Life Insurance, Voluntary AD&D Insurance, Dependent Health & Life insurance, Health & Dependent care flexible spending accounts, etc. Additionally, certain designated positions are eligible for hazardous duty pay, career ladder advancements, and free meals while on duty.

GENERAL DESCRIPTION

Performs entry-level electronic and telephone communications work answering, evaluating, and prioritizing incoming calls received through the IRC hotline; disseminating information, including information regarding serious and unusual incidents, to designated staff; maintaining electronic file systems; compiling and tabulating data; verifying accuracy of documented information; performing data entry and retrieval; and researching and obtaining intelligence for Office of Inspector General (OIG) peace officers and other staff from various public, private and police sources, and from computerized databases including the Texas/National Crime Information Center (TCIC/NCIC) System and the Texas/National Law Enforcement Telecommunications Systems (TLETS/NLETS). May train others.

Works under close supervision with minimal latitude for the use of initiative and independent judgment. Will be required to work different shifts and overtime, be on-call to respond to emergencies, work additional hours during or after an emergency, and may be required to occasionally travel. Work is performed in a semi-isolated secure area, with constant exposure to office and telephone noise.

ESSENTIAL FUNCTIONS

Answers, evaluates, and prioritizes incoming calls received through the IRC hotline; obtains and records accurate, descriptive information from persons calling for assistance and/or providing intelligence; disseminates information, including information regarding serious and unusual incidents, to designated staff.

Conducts automated data gathering and verification; searches and obtains intelligence for OIG staff from various public, private and police sources, and from computerized databases including TCIC/NCIC and TLETS/NLETS.

Verifies accuracy and completeness of requests and/or responses and maintains security levels.

Relays and interprets information relating to the safety and wellbeing of law enforcement officers, agency personnel, youth, and general public.

Participates, as directed, in the set up and operation of temporary communication command sites during special assignments including taskforces, manhunts, and weather-related disasters.

Provides communication interface between OIG peace officers and other law enforcement agency officials; maintains strategic contact with other law enforcement personnel in support of agency activities and programs; and serves as the communications link during serious incidents using the telephone, computer networks, and radio systems.

Collaborates with OIG staff in meeting established objectives and goals; shares information, identifies concerns and trends, and recommends improvements to resolve problems or enhance operations.

Monitors outcomes for racial, ethnic and gender disparities and takes action to address identified disparities.

Performs a variety of related duties not listed, to be determined and assigned as needed.

Performs all duties in compliance with agency safety policies and procedures.

- Reports safety hazards and, when possible, corrects hazards.
- Completes required documentation in the event of an accident/injury.

Regularly attends work in a predictable manner, as scheduled and on an as-needed basis, in accordance with agency attendance and leave policies.

Qualifications

MINIMUM QUALIFICATIONS

High School graduation or equivalent. A total of two years of full-time wage earning experience that may include any of the following: dispatch, telephone, police, and/or emergency management communications work; providing administrative support or technical program support, general office or clerical experience; investigative or law enforcement work.

Preferred:

- Experience in a law enforcement environment.
- Experience in dispatch or emergency management communications.

Experience and Education Substitutions:

- Completed course hours of undergraduate study may be substituted for up to four years of experience on a basis of 30 course hours for one year of experience.
- Experience requirements may be satisfied by the prorated part-time equivalent.
- A current Texas Commission on Law Enforcement (TCOLE) Telecommunicator Proficiency Certificate may substitute for experience as follows: (1) basic – one year of experience; (2) intermediate – two years of experience; (3) advanced – four years of experience.

Note: Any degree, diploma, high school equivalent, or course hours required to meet minimum qualifications must be obtained from an accredited educational institution.

Requirements for Continued Employment:

- Must meet and maintain eligibility criteria established by the Texas Department of Public Safety to access TLETS and complete 16 hours of TCIC/NCIC Full Access Training within 6 months of hire date and 24 hours of TLETS training within 1 year of hire date.
- Must meet and maintain TCOLE eligibility criteria established by 37 Tex. Admin Code, Chapter 217, Rule 217.2 for a Telecommunicator Proficiency Certificate.
- If a current Telecommunicator Proficiency Certificate is not held upon hire, must obtain a Telecommunicator Proficiency Certificate with 12 months of hire date.
- Upon receipt of a Telecommunicator Proficiency Certificate, must complete continuing education requirements to maintain certificate.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The following physical demands and working conditions are representative of those encountered while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Analyzing

Ability to communicate effectively, orally and in writing

Ability to see

Lifting up to 25 lbs.

Carrying up to 25 lbs.

Pulling

Pushing

Alphabetizing

Repeated bending

Ability to hear

Reaching above shoulder

Dual simultaneous grasping

Manual/finger dexterity

Identify colors

KNOWLEDGE, SKILLS, & ABILITIES

1. Knowledge or ability to obtain knowledge of policies and procedures used in entering and retrieving appropriate information.
2. Skill in the operation of telecommunications equipment, computers, and office equipment.
3. Skill in public and human relations.
4. Skill in using resources to achieve optimal results.
5. Ability to respond appropriately to crisis situations.
6. Ability to seek out relevant data.
7. Ability to maintain and prepare logs and reports.
8. Ability to interpret and explain procedures to different audiences and make clear oral presentations of facts or ideas.
9. Ability to comprehend and execute written and verbal instructions.
10. Ability to operate automated and manual information systems.
11. Ability to maintain strict confidentiality of records and information.
12. Ability to work collaboratively with all stakeholders and maintain a professional, courteous demeanor.
13. Ability to prioritize and manage multiple tasks; plan, organize, and coordinate work assignments; and meet deadlines.
14. Ability to process information logically, make decisions, and demonstrate the soundness of those decisions.
15. Ability to train others.
16. Ability to communicate effectively, orally and in writing.

VETERANS

In order to receive veteran's preference, a copy of your DD Form 214 (Certificate of Release or Discharge from Active Duty), VA disability rating (if applicable), or a DD Form 1300 (Report of Casualty) must be attached to your application.

Go to <https://texasskillstowork.com/>, <https://www.onetonline.org/>, or <http://www.careeronestop.org/> for assistance translating your military experience and training courses into civilian job terms, qualifications/requirements, and skill sets.

Additional Military Occupational Specialty (MOS) Code or Crosswalk information is available from the Texas State Auditor's Office at [Public Safety MOS Codes](#).

ADDITIONAL INFORMATION

If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request.

Only candidates selected for an interview will be contacted.

Due to the high volume of applications, we do not accept telephone calls. If you submitted your application through the CAPPS Career Center (<https://capps.taleo.net/careersection/ex/jobsearch.ftl?lang=en>), you may also check the status of your application by accessing your profile and selecting My Jobpage and selecting My Submissions.

Thank you for considering employment with the Texas Juvenile Justice Department.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Texas Juvenile Justice Department does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability in employment or the provision of services.

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