



POLK COUNTY (TX)
invites applications for the position of:

**1043 -
TELECOMMUNICATIONS
OPERATOR**

SALARY:	\$14.18 Hourly \$29,500.00 Annually
DEPARTMENT:	SHERIFF
OPENING DATE:	06/25/21
CLOSING DATE:	Continuous

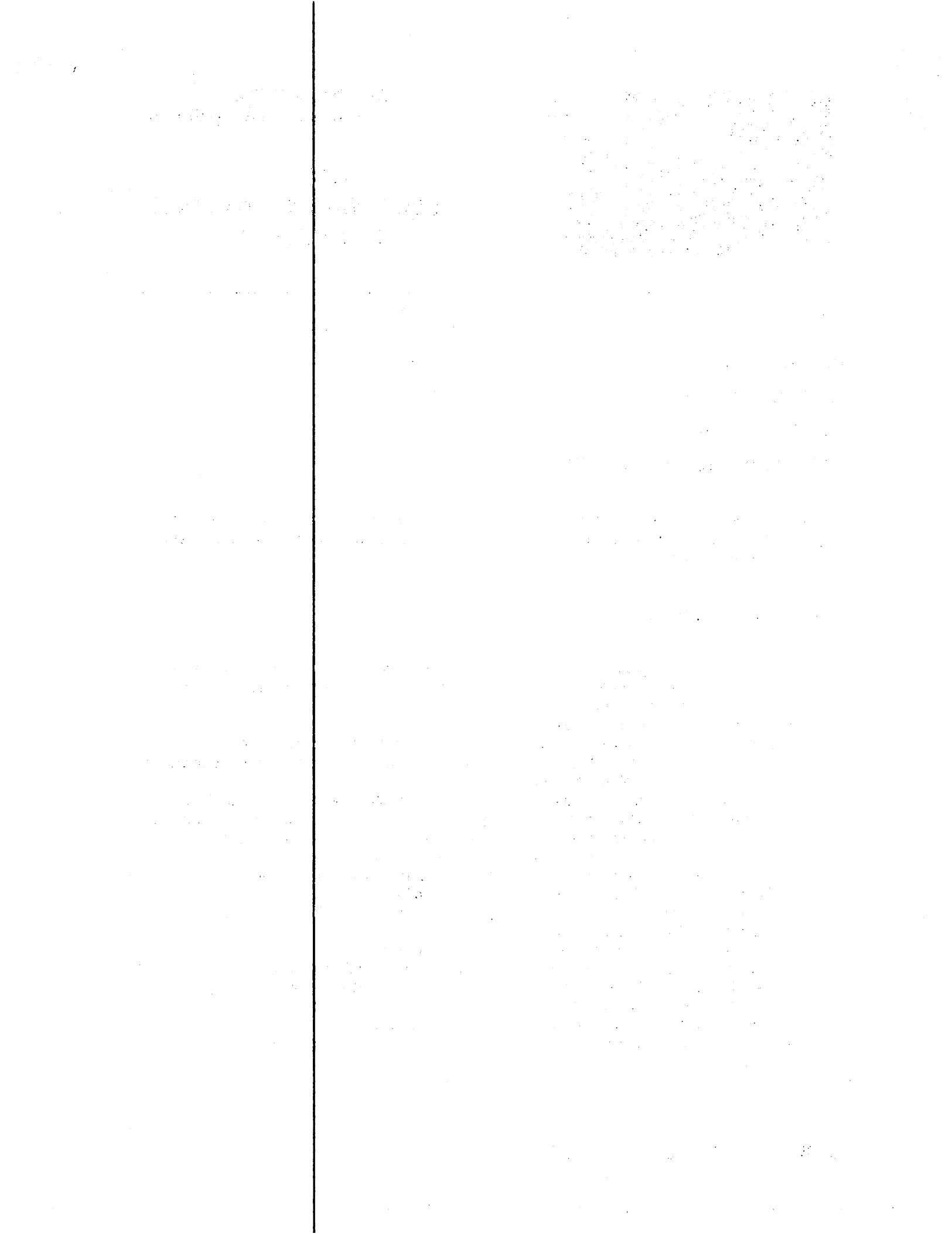
DESCRIPTION OF POSITION:

Ensures efficient, effective handling of all incoming telephone or two-way radio calls from the public, county departments, or other departmental or law enforcement personnel; and preforms necessary documentation.

EXAMPLE OF DUTIES:

- Receives incoming calls on both the telephone and two-way radio, evaluates calls, and directs calls to appropriate staff and/or agencies, dispatches units, and relays information pertinent to field operations
- Monitors and responds to radio traffic
- Performs computer-assisted and manual records checks for officers on individuals, locations, vehicles and other property, sometimes verifying warrants or reports of stolen property with the originating agency
- Maintains, updates, and accesses for officers various logs and computer data files (incident reports, stolen or repossessed property logs, wrecker rotation logs, maps, etc.)
- Enters information into Texas and National Crime Information Computer systems
- Operates jail control board and runs checks on all visitors to inmates
- Monitors surveillance cameras and is responsible for security of all incoming doors
- Completes forms, dispatch cards, and complaint cards
- Contacts child welfare, owners of loose livestock, electrical/utilities companies, and wrecker services, etc., when necessary
- Creates and maintains case files (may be computerized)
- Confirms and clears warrants and logs all stolen articles, missing persons, runaways, etc.
- Assists general public with traffic, weather and general questions when necessary
- Logs and prepares regular summaries of phone and radio activities
- Maintains records of emergency vehicle use and maintenance
- Maintains current knowledge of federal, state, and local rules regarding telecommunications operations
- Performs such other duties as may be assigned

ESSENTIAL QUALIFICATIONS:



High school graduation or its equivalent, related experience desirable (related business or technical school training may be substituted equally for experience). Special law enforcement telecommunications training desirable but not required; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Telecommunications Operator certification from the Texas Commission on Law Enforcement Officer Standards and Education required at the time of hire or within one year of employment.

ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: radio transmission procedures and Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving.

Skill to: use radio and electronic data communications equipment. Operate a computer and recommended typing speed is 30 net words per minute with a high degree of accuracy.

Appointed Department Heads are required and Elected Officials are strongly encouraged to utilize job related skills testing in the application process.

Ability to: communicate effectively both orally and in writing; establish and maintain effective working relationships with other county employees and the general public; speak clearly and concisely; handle several items at one time, possibly in a stressful situation; keep accurate records; and maintain appropriate necessary certifications.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.co.polk.tx.us>

Position #2021-00037
 1043 - TELECOMMUNICATIONS OPERATOR
 MW

602 E. Church Street
 Suite 105
 Livingston, TX 77351
 9363276802

humanresources@co.polk.tx.us

1043 - TELECOMMUNICATIONS OPERATOR Supplemental Questionnaire

- * 1. Do you have a valid Texas driver's license?
 - Yes
 - No
- * 2. What is your highest level of education?
 - High School diploma/GED
 - Some college
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Trade/Certification
 - None of the Above
- * 3. What is your typing speed words per minute at a high accuracy? (Must attach typing certificate from WorkForce or Polk County.)

4. How many professional years of experience do you have as a Telecommunications

Operator?

- less than one year
- one year less then two
- two years less then three
- three years less then four
- five years or more

* 5. Do you currently have a Basic certification as a Telecommunications Operator from the Texas Commission on Law Enforcement?

- Yes
- No

* 6. Can you obtain a Basic certification as a Telecommunications Operator from the Texas Commission on Law Enforcement within 12 months of hire?

- Yes
- No

* 7. Have you completed the Background consent and Personal History statement required by Texas Commission on Law Enforcement? (you have 5 days from submittal of the application to complete and submit this documentation to the Department or Human Resources)

- Yes
- No

* Required Question

