

Job Summary

Telecommunicator/Telecommunicator Trainee (911 Operator)



Here at the City of Baytown, in recruiting for our team, we welcome the unique contributions that you bring. We strive to provide a workplace where differences are honored, with a workforce that reflects the diversity of the people we serve.

Baytown is a growing community with a population of about 82,000 situated on the north side of Galveston Bay approximately 25 miles from Downtown Houston. As a full-service municipal government our purpose is simple – **Together we enrich lives and build community.**

Our employees are dedicated to public service through **Caring, Innovation, Collaboration, Leadership and Stewardship**, and we are looking for a qualified candidate who shares our values to join our team in the role of **Telecommunicator/Telecommunicator Trainee**.

The **Telecommunicator/Telecommunicator Trainee** will work in the City's Public Safety Communications Center which is a twenty-four hour, seven days per week operation which includes 12 hour shifts that include nights, weekends, and holidays. Being the primary answering point for all emergency (911) and service calls from the public, this job requires multi-tasking skills and the ability to make quick decisions in violent and/or highly emotional situations while maintaining a courteous, calm, and effective demeanor utilizing a multi-agency Computer Aided Dispatch (CAD) system. You will enter and retrieve data in the system, process general information requests for the public or other agencies, and will assign, track, monitor, and disseminate information to field units via appropriate radio frequencies and computer systems. A career as a Telecommunicator with the City of Baytown offers many satisfying and rewarding opportunities to help others and make a sufficient contribution to public safety, as well as an excellent benefits package and retirement plan.

Duties

- Reviews and develops knowledge and awareness of all policies, procedures, memorandums, or directives that govern and regulate the operations of the Communications Division.
- Receives incoming calls for service via multiple telephone lines including 911, other emergency lines, numerous non-emergency lines, TDD (hearing impaired) line, and alarm panel. Obtains pertinent information to include but not limited to:

Location of incident;

Type of incident/complaint;

Complainant's name, address, phone number; and,

General information and details that would assist the responding agency(s).

- Documents all information related to calls for service in the computer or on hand written forms. Maintains complete and accurate records of each event for all calls for service or routine radio communication from field units.
- Dispatches calls for service to the appropriate agency in a timely and efficient manner. Monitors, documents, and maintains radio communication with field personnel to ensure status, location and activity utilizing multiple radio frequencies.

- Receives and processes calls for service for Public Works units (water and sewer), Traffic Control, Animal Control, and other City Departments as needed. Maintains accurate and complete records for each call for service and actions taken to process calls for service.
- Develops and maintains knowledge and proficiency in operation of all equipment; internal and external computer programs used to access law enforcement/criminal justice information, Haz-Mat information; and other critical data.
- Performs all other related duties as assigned.

Minimum Qualifications

TRAINEE (STARTING SALARY: \$17.00/hr with potential to promote to Telecommunicator upon receipt of TCOLE Basic Telecommunicator Certification and one year related experience.)

REQUIRED:

1. High school diploma or equivalent (GED).
2. Must obtain a Texas Commission on Law Enforcement Officer Standards and Education (TCOLE) Basic Telecommunicator Certification within one year of hire

PREFERRED:

1. Multi-line telephone system experience.
2. Multi-frequency radio system experience.
3. Keyboard skills at 30 words per minute.

TELECOMMUNICATOR (STARTING SALARY: \$18.12 - \$22.65/hr DOE)

REQUIRED:

1. High school diploma or equivalent (GED).
2. Possession of a Texas Commission on Law Enforcement Officer Standards and Education (TCOLE) Basic (or higher) Telecommunicator Certification.
3. One year related experience with extensive public contact or customer service which may involve the operation of a multi-line phone system or radio communications system at date of hire.

PREFERRED:

1. Keyboard skills at 30 words per minute.

SPECIAL REQUIREMENTS:

Selected candidates will be invited to complete Critical testing, passing score required to advance in applicant process. Because of the confidential, sensitive nature of information handled, successful completion of a pre-employment alcohol, drug and/or controlled substance testing, background investigation, polygraph exam and psychological evaluation is required as outlined in City policy and procedures.

Additional Information

Please ***completely*** fill out the application.

How to Apply

<https://youtu.be/ZnjTQWj9kW0>