

CITY OF ARANSAS PASS JOB DESCRIPTION

Telecommunication Officer (TCO)

PAY GROUP: Communications **DEPARTMENT:** PD **REPORTS TO:** TCO Supervisor **PAY:** \$17.20 - \$20.20/HR

SUMMARY: Handle and direct communications for police, fire and emergency medical services. Respond to 911 calls, operate various telecommunication equipment, serve as a resource to emergency personnel, and prepare required paperwork which includes maintaining files.

ESSENTIAL FUNCTIONS: TCO's are required to answer multi-line telephones to include 911 lines, and they must be able to communicate effectively, courteously and clearly in English. Being bilingual is a plus. TCO's simultaneously listen and comprehend both telephone and radio communications. They receive and record requests for emergency personnel. TCO's will also log and maintain different types of information that is necessary for the daily operations of public safety. TCO's operate computer terminals that have access to different automated databases. TCO's operate and monitor multi-channel public safety radios. TCO's assign and prioritize requests for service of emergency personnel. TCO's attend job related training and seminars that might require traveling. TCO's are sometimes required to attend court and testify in criminal or civil cases. TCO's must multi-task with efficiency under stress and on frequent occasions. TCO's must be outgoing and will be expected to participate in PD hosted public events.

REQUIRED KNOWLEDGE SKILLS, ABILITIES AND TRAINING: The TCO applicant should be in good standing with T.C.O.L.E. (if licensed) or if the TCO has ever previously held a peace officer license. Candidates shall meet the following minimum standards established by TCOLE (37 Tex. Admin. Code § 217.1):

- Citizen of the United States
- At least 18 years of age
- Have received from an accredited school at least one of the following:
 - A valid high school diploma or GED,
 - An associate degree, or
 - Bachelor degree, master's degree, or Ph.D.;
- Fingerprinted for local, state and national records
- Not have received a conviction, pre-trial diversion, deferred adjudication, community supervision or probation for any of the following:
 - Any offense above a Class B misdemeanor,
 - A Class B misdemeanor if the date of the court order granting community supervision or probation is within the last 10 years,
 - An offense involving family violence, as defined under Chapter 71, Texas Family Code;
- Not be currently charged with any criminal offense for which a conviction would be a bar to licensure;
- Submit to a City approved medical examination prior to appointment to ensure the candidate is physically sound and free from any defect which may adversely affect the performance of a TCO's duties and that the candidate shows no trace of drug dependency or illegal drug use;
- Must be of good moral character with stable employment record and no history of conduct that may affect suitability for law enforcement employment;
- Be in good mental health as required by T.C.O.L.E. (psychological pre-screening required);
- Must have a good working knowledge of computer operations, Microsoft Office software, and technology in general;
- Must be able to independently make and carry out decisions under high stress situations and without supervision, both while maintaining one's composure when handling emotionally charged events;
- Must be able to multitask and capable of going from one task to the other both expeditiously and efficiently;
- Have excellent communications skills, be personable, and have a good sense of humor;
- Free from any prohibitive criminal history activity as defined within the T.C.O.L.E. rules for licensing;
- If prior military, hold no less than an honorable discharge;
- Hold no less than a general discharge from T.C.O.L.E. for all previous TCO/peace officer employment;
- Be free from any T.C.O.L.E. mandated license suspensions or revocations;
- Meet the minimum training standards by passing the basic telecommunicator course and a T.C.O.L.E.-approved crisis communication course.

MINIMUM EDUCATION, EXPERIENCE AND CERTIFICATION: Applicants must be able to obtain their basic telecommunications license within one year of employment. They also must be able to obtain the needed NLETS / TLETS certifications and maintain them throughout their employment. Failure to obtain/maintain either will result in termination of employment. Experience preferred.

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PHYSICAL DEMANDS AND WORKING CONDITIONS: TCO's Must be able to carry, drag, lift, pull / push supplies such as computer paper, computer equipment and radio equipment weighing up to 40 pounds. Must be able to stoop, squat, kneel, climb and stretch to reach areas of the work site for routine cleaning and inspections. Must be able to sit / view computer monitors and type for long periods of time and must have good hearing at a normal range. TCO's will be subject to a mandatory pre-employment background investigation, psychological testing, random drug and alcohol testing and post-accident drug and alcohol testing. TCO's may be subject to being called in to work with little to no prior notice and could be required to work beyond typical shift hours.

COMPENSATION: Compensation ranges from \$17.20 - \$20.20/HR based on qualifications. Additionally, each TCO receives a monthly first-responder retention stipend in the amount of \$300.00 (10-1-2022) (Budget Dependence *).