



HAYS COUNTY JOB POSTING

Job Title	Emergency Communication Officer	Job Number	618-0515-022621
Department Head	Hays County Sheriff	Date Open	February 26, 2021
Salary Range Minimum	\$3,646.52 Monthly	Application Deadline	Until Filled

01This permanent posting allows the department to maintain a pool of applicants from which future vacancies will be filled. Applicants should be aware that there may or may not be a vacancy at the time applications are submitted.

Applicants must be over the age of 18 and able to work any shift, holidays and weekends. Applicants will be subject to pre-interview testing.

In order to be considered for this job a completed Hays County Sheriff's Office Application form must be submitted to the Hays County Sheriff's Office

Find Hays County Employment Applications at:

- Hays County website – www.hayscountytexas.com
- Pre-printed forms at the Hays County Sheriff's office
- Request PDF forms from sandra.galvan@co.hays.tx.us via email

You may submit your application documents in any of the following ways:

- Hand-deliver to 810 S. Stagecoach Trail, San Marcos, TX 78666
- Fax: 512-393-7879
- Email: sandra.galvan@co.hays.tx.us

For more information about this job or the application process call 512-393-7788.

Education and/or Experience

- Requires a High School Diploma or GED

Other Qualifications, Certificates, Licenses, Registrations

- TCIC/NCIC certification within 6 months of employment
- TLETS/NLETS certification within 1 year of employment
- Basic Telecommunications license within 1 year of employment
- 9-1-1 equipment training within 6 months of employment
- TDD training within 6 months of employment
- Emergency Medical/Fire Dispatch certification
- CPR certification within 1 year of employment
- Must successfully complete prescribed training program and attend all assignment training courses
- Required to obtain a 70% or higher on a computerized skill-based proficiency assessment
- Class C TX Driver's License
- Must be 18 years of age

Required Skills

- Answer incoming 911 calls and non-emergency calls for service
- Determine the urgency and priority of each event and coordinates the appropriate level of response to protect the safety of the caller and emergency responders
- Enter call details into the CAD system and prepare information for dispatch
- Provide all pertinent information to responding units
- Provide pre-arrival medical and fire instructions by utilizing Emergency Medical/Fire Dispatch protocols
- Maintains contact with callers while dispatching calls to appropriate responders
- Provides information via alpha page to update personnel as required or when requested
- Receives, interprets, and processes information from public safety personnel in various entities, agencies or divisions and notifies other agencies for assistance as needed
- Utilize a complex radio system to dispatch for various public safety agencies
- Performs queries using TLETS/NLETS and other record management systems
- Utilize multiple complex computers systems and programs where some may require specialized training
- Utilize a complex filing system to manage various records and confirm the record is valid. This includes but is not limited to records for Hays County warrants, stolen property, missing person, criminal trespass warning, and protective orders
- Complete entries using the Texas and National Criminal Information Center System. (TCIC/NCIC)
- Performs other duties as assigned

Summary

Under direct supervision, the Emergency Communications Officer assists citizens and Public Safety Personnel in requests for emergency and non-emergency service. An Emergency Communication Officer receives requests for assistance via 911 or non-emergency phone lines, evaluates the type of assistance needed, dispatches appropriate public safety personnel (Police, Fire, EMS) through the use of a complex public safety radio system and then provides the caller with pre-arrival instructions. The ability to communicate effectively, multi-task and make sound decisions within a high stress environment is essential to satisfactory position performance. This position requires skilled use of a computer aided dispatch system (CAD), a complex radio system and multiple computer databases/software. This position serves as the communication link between the public and public safety personnel. The effectiveness of the employee's work affects communication operations and the well-being of the public and public safety personnel. This employee must have a good work ethic, meet deadlines, and have good attendance, including be available to work all shifts, including but not limited to day/swing/night, weekends, holidays and mandatory overtime as needed; as well as modify work hours when required and attend mandatory meetings and training outside of normal work hours. The employee must be punctual, reliable, have honesty, integrity, be free from moral turpitude, have a proper attitude, and must represent Hays County Sheriff's Office in a professional courteous manner via personal, telephonic and written means. This employee must be able to maintain the confidentiality of information.

Individuals in this position serve at the pleasure of the current elected official.

Hays County is an EEO employer. In compliance with the Americans with Disabilities Act, Hays County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer. An offer of employment is contingent upon successful completion of background checks, including reference checks, criminal history, and driver's license checks and driving history.