



DONALD F. DAVIS
CHIEF OF POLICE

CITY OF CASTLE HILLS

POLICE DEPARTMENT
209 LEMONWOOD DR.
SAN ANTONIO, TEXAS 78213
(210) 342-2341



Title: Telecommunications Officer
Reports To: Telecommunications Chief Officer
FLSA Status: Non-Exempt
Position: Full-Time
Salary: \$28,600.00 (Entry Level Salary)
Open: Until Filled
Application: Application can be downloaded at www.cityofcastlehills.com

Position Summary: Respond to emergency and non-emergency requests for assistance in a professional and courteous manner, determining nature/urgency of calls, initiating appropriate personnel action and maintaining close contact with field staff to monitor response and needed support requirements.

Job Description:

- Receive and respond to emergency and non-emergency calls from the public via telephone, radio systems and computer-aided dispatch (CAD) systems.
- Process and evaluate information received, prioritize calls and dispatch required units and agencies.
- Answer routine inquiries, and refer calls not requiring dispatches to appropriate departments and agencies.
- Access and enter sensitive data in local/state/national databases as necessary for investigative purposes.
- Distribute electronic communications as appropriate.
- Assess and resolve customer concerns by using effective questioning and listening skills, appropriate system applications and resources.
- Follow up with complainants in a timely manner on issues that are not immediately resolved.
- Escalate customer concerns to management when appropriate.
- Act as a liaison between customer and other departments to resolve issues.
- Communicate with customers, peers and management clearly and concisely.
- Document incoming calls and prepare reports as requested.
- Staff the Public Safety Communications Center during emergencies.
- An employee will also perform other reasonably related business duties as assigned.
- Keeps informed of departmental regulations, policies and procedures.

Minimum Requirements:

- High School Diploma/GED required.
- Minimum of one year related experience in a dispatch or call center environment desired, but will consider training someone with no experience.
- TCLEOSE Telecommunication Certificate preferred.
- Must possess or obtain TCIC Less Than Full Access Operator, Omnix and TCLEOSE Basic Dispatcher certifications within the first six months of employment.

- Ability to effectively operate a variety of communications equipment, including radio consoles, telephones and computer systems.
- Ability to maintain composure and interact effectively in a high-production setting with continual interruptions.
- Ability to work under stress and with pressing timelines.
- Ability to interact effectively and professionally with the general public.
- Must provide exceptional customer service.
- Must demonstrate effective listening and problem-solving skills.
- Ability to communicate effectively both orally and in writing. Bilingual skills valuable.
- Demonstrate ability to maintain access to and security of highly sensitive materials with confidentiality, integrity and discretion.
- Demonstrate ability to multitask.
- Data entry skills required.
- Must have the ability to work flexible schedules including holidays, nights, weekends and during emergencies.
- Must be able to navigate multiple software applications or databases concurrently.

Physical on the job requirements:

Frequently - Hand and eye coordination and manual dexterity necessary to operate computer equipment, as well as being subject to standing, handling, reaching, bending, twisting and sitting in order to perform essential functions.

Occasionally – Squat; kneel; reach above shoulder level.

Rarely - Must carry/lift loads of up to 25 pounds.

Mental on the job requirements:

Frequently – Must be able to read/comprehend, write, communicate clearly and concisely, and be able to reason and analyze.

Benefits:

- Medical/Health Insurance Plan
- Retirement Plan through TMRS (Texas Municipal Retirement System)
- Sick Leave
- Vacation Leave
- Compensatory Time

Disclaimer:

- The City of Castle Hills is an Equal Opportunity Employer