

City of Pearland, Texas

Telecommunications Operator

Salary: \$17.20 / hour plus excellent benefits

Job Summary:

- Monitor and operate emergency and non-emergency service telephones and radio communication systems to dispatch police officers, fire, EMS, wrecker, Animal Control and, after hours, other City personnel within the City of Pearland.
- Operate and monitor local, state, and national crime information computer systems including TLETS/NLETS, TCIC/NCIC, CAD/RMS, to assist officers in performing their duties.
- Verify location and seriousness of emergency and response needed by answering calls, taking messages, and/or answering questions from remote units; coordinate police, fire, ambulance, and other emergency requests as appropriate.
- Monitor dispatched units and, when necessary, serves as liaison with caller; relay instructions to closest and most suitable units available, and maintain various logs recording activities for documentation and future reference.
- Communicate with police officers, emergency and non-emergency callers, walk-in visitors, city staff, and others concerning public safety and other city service.
- Monitor camera equipment and change tapes as necessary.
- Relay information between hospital staff and emergency medical technician at site or in ambulance. Provide preliminary first aid instructions before paramedic truck or ambulance arrives.
- Transmit and receive messages between divisions of own agency and other law enforcement agencies. Monitor silent alarm system to detect illegal entry into business establishments.
- Deal with after hour calls at walk-up window, call-out for other City departments such as Animal Control, Water and Sewer, Parks, etc. and keep a log of calls. Assist other agencies, confirm warrants, and send teletypes.

Minimum Qualifications:

- High school diploma or general education degree (GED) with one (1) to three (3) years related experience and/or training required. Must be able to pass a background criminal history check by fingerprint submission to the FBI and a polygraph examination. An equivalent combination of education and experience will be considered.
- The Telecommunications Operator Certification issued by the Texas Department of Public Safety is required, or must be able to attend and pass a five (5) day forty (40) hour Texas Department of Public Safety course that provides certification.
- CERTIFICATIONS, LICENSES, REGISTRATIONS: Valid, Texas Driver's License, EMD Certification; CPR Certification, TLETS Certified and Notary Public.

To Apply: Application packets must accompany resumes and are available at www.cityofpearland.com. Mail the application packet, along with a resume and copies of certifications, to City of Pearland, Attn: HR, 3519 Liberty Drive, Pearland, TX 77581. For questions call Melanie Glaze at (281) 652-1620. This position is open until filled. EOE