



**BASTROP COUNTY**  
**EMPLOYMENT OPPORTUNITY**  
**9-1-1/Radio Dispatch Emergency Telecommunicator**  
**(Continual Posting)**

Bastrop County Emergency Communications Department is **continually** accepting applications for full-time **9-1-1/Radio Dispatch Emergency Telecommunicator**. This position answers incoming emergency and non-emergency telephone calls using a computer-based 9-1-1 system, complex mapping equipment, Teletype Device for the deaf (TDD/TTY) and computer-based multi-line non-emergency phones. Emergency Telecommunicators assess the need for Police, Fire and EMS. Gathers critical information and enters call information in Computer-Aided Dispatch (CAD) system.

Uses established protocols to provide pre-arrival instructions to emergency callers until appropriate units arrive on scene. Prioritizes and uses a complex, computer-based Public Safety Regional Radio system with multiple channels to deliver and manage calls for service to Law Enforcement Officers, Firefighters or First Responders. Continuously monitors and responds to radio traffic for multiple agencies.

**Minimum Qualifications:** Must possess a high school diploma or equivalent and a valid driver's license. Experience is not required but preferred. Position specific testing and extensive background investigation will be performed as required by Texas Commission on Law Enforcement (TC OLE).

**Starting Rate of Pay: \$16.42/hour**

**Bastrop County Sheriff's Office Applications** may be obtained from the Bastrop County Human Resources Department, located at 804 Pecan St., Bastrop, Texas, from 8:00 a.m. to 5:00 p.m. weekdays or at <http://www.co.bastrop.tx.us/site>. Please submit a completed Application to the Human Resources Office. Resumes will not be accepted unless accompanied by a complete application. Applications can also be emailed to: [apply@co.bastrop.tx.us](mailto:apply@co.bastrop.tx.us).

Bastrop County is an equal opportunity employer.

**BASTROP COUNTY, TEXAS**

**Job Description**

**Job Title: 9-1-1/Radio Dispatch Emergency Telecommunicator**

**Department: Emergency Communications Pay Rate: \$16.42 Hourly FLSA Status: Non-Exempt**

**SUMMARY:**

This position answers incoming emergency and non-emergency telephone calls using a computer-based 9-1-1 system, complex mapping equipment, Teletype Device for the deaf (TDD/TTY) and computer-based multi-line non-emergency phones.

Emergency Telecommunicators assess the need for Police, Fire and EMS. Gathers critical information and enters call information in Computer-Aided Dispatch (CAD) system.

Uses established protocols to provide pre-arrival instructions to emergency callers until appropriate units arrive on scene.

Prioritizes and uses a complex, computer-based Public Safety Regional Radio system with multiple channels to deliver and manage calls for service to Law Enforcement Officers, Firefighters or First Responders. Continuously monitors and responds to radio traffic for multiple agencies.

Emergency Communications work is a high-volume, fast-paced environment dealing with life-threatening situations via computer-based telephone and computer-based complex radio system with little margin for error.

**ESSENTIAL:**

Irregular Hours:

Shift schedule that includes nights, weekends and holidays

Work up to 12 hour rotating shifts. Days off vary per week.

Shift assignments change frequently

Essential personnel for Emergency Situations; subject to mandatory call-back

Regular attendance is considered an Essential Function of this job.

Telecommunicators withstand extremely high level of stress due to call volume and nature of emergency calls.

Ability to analyze situations and assess potential consequences of alternatives, then make logical decisions and take appropriate action without undue delay

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Maintain composure, to respond to complaints and process information fast and accurately.

Remain calm and professional while questioning callers who may be emotionally upset, uncooperative, frightened or hostile.

Speak clearly, concisely and audibly

**MINIMUM QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**Knowledge of:**

Personal Computer skills and software, including Microsoft Office; and Excel

Professional Customer Service skills

Proper English usage, spelling, grammar, punctuation and speaking

**Ability to:**

Must be eligible for DPS TCIC/NCIC, and TLETS certifications

Work rotating shift work including nights, weekends and holidays

Perform multiple tasks simultaneously in an accurate and timely manner

Professionally work with a wide variety of law enforcement and emergency personnel

Communicate both verbally and in writing; in person and by telephone or computer

Understand and follow verbal and written instructions

Accepts continuous coaching, training and feedback

Complete routine business correspondence

Properly interpret, understand and make decisions in accordance with laws, regulations and policies

Record, and disseminate accurate information from telephone conversations and personal contact

Function independently, exercise good judgment, manage multiple projects, and meet deadlines

Work independently in the absence of supervision

Maintain confidentiality of information encountered in work activities at all times

**Physical/Mental Demands:**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

High level of stress due to nature of emergency call and radio volume

Required to sit, type, and answer computer-based telephones, complex radio system and data entry for extremely long periods of time, and is unable to leave the workstation without relief.

Regularly scheduled breaks or lunch are not provided.

Ability to use computer based phone and other telecommunications equipment, including telephone/radio headset at all times

Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records

Occasional stooping, squatting, and/or kneeling

Fine dexterity; ability to use hands and fingers to handle or feel

Reach with hands or arms

Work area is closed quarters with employees working in close proximity of each other

Maintain effective audio-visual discrimination and perception needed for:

Making observations, reading and writing, operating assigned equipment, and communicating with others

Visual abilities including color, close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus

Must have the ability to speak audibly, clearly and concisely in English

Maintain effective hearing discrimination

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

Handling stressful situations

Interpreting federal laws and regulations

Ability to learn and retain complex information

Effective interaction and communication with others

Prepare clear and concise reports

Make sound decisions in a manner consistent with the essential job functions.

#### **EXPERIENCE, EDUCATION, and LICENSING:**

Any combination of experience and training that would likely provide the required knowledge and abilities.

**Experience:**

No experience is necessary, but prior experience is preferred.

**Education:**

High school diploma or GED

**Licensing:**

Possess and maintains a valid Texas driver's license

Must obtain Basic Telecommunicator License within One (1) year of employment

**SELECTION GUIDELINES:**

Each step of the process must be successfully completed to move on to the next step.

Formal application

Rating of education and experience

General aptitude test

Multi-tasking test

Oral interview

Medical exam

Written psychological exam

In-person psychological exam with a licensed psychologist

Due to the nature of Law Enforcement a reference and extensive background check will be performed.

Other job-related tests may be required.

The hiring process can take 8 weeks or longer.

Extensive training program provided.

This position is subject to pre-employment, random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol.

**This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is a contract for employment.**