

**Llano County
Employment Opportunity
Sheriff's Department
Telecommunications Officer/Dispatch – Annual \$45,872**

The Llano County Sheriff's Department is accepting applications for a full-time Telecommunications Officer/Dispatch. This is a non-exempt position under the direction of the Chief Dispatcher. Duties include, but not limited to; performing a variety of dispatch duties on behalf of Llano County Sheriff's department; providing the delivery of emergency and non-emergency services to the public; preparing dispatch records and documentations; and operating telecommunications equipment.

Other requirements may include, but not limited to, knowledge of computers and software, ability to pass an extensive background investigation, and must have basic writing skills and comprehension. Candidate must be able to work any shift, day or night hours including irregular or rotating shifts, holidays, weekends; over time or extended hours as needed; and being called in on days off.

Job Location: Llano County Law Enforcement Center, 2001 N. Hwy 16, Llano, Texas 78643
Jobs open: October 1, 2024 until filled

Benefits include: Retirement, Health & Dental Insurance, Vacation, Sick, & Holiday Pay, SB Incentive Pay

Back ground check is required

For a complete job description and application, please go to www.co.llano.tx.us. Return completed application to the Llano County Human Resource department located at 100 W. Sandstone, Suite 100B, Llano, Texas 78643 or by email to: lisa.otto@co.llano.tx.us.

For questions, please call the Llano County Sheriff's Department @ 325-247-5767.

Llano County is an Equal Opportunity Employer

Llano County Job Description

Job Title: Telecommunications Officer/Dispatch Base: D3 FLSA: Non-Exempt

Department: Sheriff EEO: 06 Administrative Support Reports To: Chief Dispatcher

Summary:

Performs a variety of dispatch duties on behalf of Llano County Sheriff's department; provides the delivery of emergency and non-emergency services to the public; prepares dispatch records and documentations; operates telecommunication equipment.

Essential Functions:

- Responsible for security of the dispatch center, computer systems and networks, jail doors and facility
- Answer and respond to incoming telephone calls including 911 and non-emergency; work in high stress situations due to call volume and nature of emergency calls while remaining calm and able to focus on the job responsibilities; process calls for service and obtain all pertinent information
- Enter call information and maintain data entry logs in CAD (Computer Aided Dispatch) Ability to operate and monitor a radio console consisting of multiple radio channels and talk groups including wearing a headset
- Provide accurate and pertinent information and updates to responding units
- Maintain officer safety and responder safety by tracking location, status, checking for and providing critical information
- Utilize various resources and databases to research information; navigate using multiple different maps
- Provide exceptional, customer service to the public, emergency responders and county employees in person and by phone, radio, and computer
- Dispatch appropriate Law Enforcement, Fire and EMS agencies; process calls for service and obtain pertinent information
- Utilize the TCIC/NCIC databases for official criminal justice purposes
- Entry of records into the TCIC/NCIC databases

Knowledge, Skills and Abilities:

- Must be able to type a minimum of 30 WPM
- Must be able to multitask using multiple phones, radios, computers and other equipment
- Knowledge of computers and software
- Must have no criminal convictions of Misdemeanor Class B or higher (Exceptions with waivers are possible)
- Must have valid Texas Drivers' license
- Eligible for and obtain access to TCIC/NCIC/TLETS system within six months of employment

- Must take and pass the TCOLE Basic Telecommunication Course and Basic Jailer Course within one (1) year of employment (course may be online or at school)
- Must obtain TCHOLE Basic Telecommunication and Basic Jailer License within one (1) year of employment
- Must be able to pass an extensive background investigation as required by TCOLE before employment
- Must take and pass physical medical exam, drug test and psychological exam before employment
- Basic writing skills and comprehension

Other Duties and Responsibilities:

- Must be able to work any shift, day or night hours including irregular or rotating shifts, holidays, weekends; over time or extended hours as needed; being called in on days off
- Attend all mandatory and required training and meetings, must be willing to travel
- Maintain professional competency in all aspects of the job
- Regular attendance
- Maintain strict confidentiality of all information and data
- Utilize the TCIC/NCIC databases for official criminal justice purposes
- Perform data entry of records in the TCIC/NCIC databases
- Other duties as assigned by supervisor

Jail Responsibilities:

- Responsible for 24-7 operation of all jail doors
- Responsible for 24-7 monitoring of jail camera system
- Responsible for 24-7 monitoring of facility & inmate intercoms
- Notify on-duty supervisor and/or officer of any irregularities while monitoring jail camera system
- Become familiar with the Inmate handbook
- Must learn the Sheriff's Office jail plan as approved by the Texas Jail Commission
- Be able to perform all duties as assigned by supervisor and or required by jail standards
- Complete all necessary training & continuing education to maintain TCOLE licenses
- Other duties as assigned

Education and Experience:

- High School Diploma or GED
- Experience preferred for part-time positions
- Map reading skills preferred

Certification and Licenses:

This list is most of the basic requirements needed within the first year of employment. Additional classes are required for the job and needed for obtaining a higher TCOLE license

- TCOLE Temporary/Basic Telecommunications License
- TCOLE Temporary Basic Jailer/County Corrections License
- SAI-VIC Certification
- TTY and 911 Certification
- NIM/FEMA ICS courses 100, 700, 800

Physical Demands and Work Environment:

- Lifting up to (30) thirty pounds
- Extended periods of sitting, typing, computer work and answering phones
- Wearing a headset up to (12) twelve hours
- Must take the (3) three-day physical skills training
- May encounter physical altercations with inmates and have to assist in restraining an inmate
- High stress environment

This job description does not constitute an employment between Llano County and employee, does not necessarily include duties which may be required for this position and may be revised as needed.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Employee Acknowledgement

This confirms that I, _____, have received a copy of my job description with Llano County for the position of _____ and that I recognize the job duties may be changed, amended, or supplemented at any time, and that such changes will supersede this job description.

Employee's Signature

Date