

**JEFFERSON COUNTY
EMPLOYMENT OPPORTUNITY**

Job Title: Telecommunication Operator/Dispatcher
Department: Sheriff's Office
Reports To: Telecommunication Supervisor
Salary: \$23.91 hr.
Application Deadline: Open Until Filled

Summary: Telecommunication Operators/Dispatchers are individuals who must be organized, adept at multi-tasking, level-headed, and trustworthy. Their work within emergency response services often places them in the middle of life or death situations, so requirements and training for this position is stringent, rigorous and unwavering.

DUTIES AND RESPONSIBILITIES

Essential Job Functions: Operate a multi-line console system; Translate information to the appropriate code; determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system for radio dispatch purposes; perform emergency medical dispatch and crisis intervention services; ask vital questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies; dispatch and coordinate the responses of public safety agencies; identify appropriate number and type of equipment or apparatus to dispatch; enters and modifies information into local, state, and national computer databases. Regular and predictable attendance is an essential function of this position.

Other Job Functions: Performs other job related duties, as directed.

EQUIPMENT USED: Computer-aided dispatching system to access local, state, and national databases; personal computer; copy machine; document printer; other general office equipment as needed.

JOB REQUIREMENTS

Required Skills: The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors; the ability to use logic and reasoning to reach conclusions and approaches to problems; the ability to use judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters; the ability to think quickly; the ability to work under stressful situations; the ability to actively listen and communicate effectively through clear speech and hearing; the ability to follow instructions; the ability to write clearly and spell correctly; and the ability to establish priorities and pass on information as needed.

Education and Experience: No experience is required. However, candidates must be at least 18 years old; possess a high school diploma or GED; must possess a valid driver's license and not have any felony convictions. Candidates must expect to undergo a background investigation that meets all local, state and federal requirements, as well as a polygraph examination, written exam, drug screen, and physical examination.

Candidates are required to complete the minimum training requirements for a 911 dispatcher, which includes the completion of a comprehensive training program during the first year of employment. This includes online, classroom training and extensive, on-the-job training.

WORKING CONDITIONS: Work is performed primarily in a climate controlled closed office environment and is not readily accessible to the general public. Must be able to work Monday through Sunday, with

scheduled off days. Must be able to work any shift, which includes weekends and holidays as required by job demands.

PHYSICAL REQUIREMENTS: Job duties require employee **MUST** be able to be seated for long periods of time while operating a computer-aided dispatching system.

HOW TO APPLY: The consideration process begins with your written application, and continues with the following steps:

- Pass approved reading comprehension, spelling, and vocabulary tests
- Pass thorough background investigation
- Agree to pre-employment polygraph exam
- Complete psychological test and evaluation
- Drug screen
- Oral interviews

Applications are available at the following locations:

Jefferson County Sheriff's Office

1001 Pearl St.

Beaumont, Texas 77701

(409) 835-8411

Jefferson County Correctional Facility

5030 Highway 69 South

Beaumont, Texas 77705

(409) 726-2588

www.co.jefferson.tx.us/sheriff/mission.htm

Jefferson County is an equal opportunity employer. The County does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. To request a reasonable accommodation or other assistance, contact a Human Resources representative at (409) 839-2391, or for the hearing impaired, through RELAY Texas at 1-800-735-2989 or mail your request to 1225 Pearl St., Suite 201, Beaumont, Texas 77701.