

HARRISON COUNTY, TEXAS
Human Resources Department
Internal/External JOB Openings

Public Safety Communications Technician

DEPARTMENT:	SHERIFF'S OFFICE
DATE POSTED:	August 25, 2021
CLOSING DATE:	OPEN
GENERAL PURPOSE: Performs a variety of dispatch functions; prepares and maintains departmental records; operates various types of communications equipment; and performs other related duties. Must be able to type 40wpm, able to multi-task, work rotating shifts, able to be on call, meet all licensing requirements of Texas Public Safety Telecommunicators. High School Diploma or equivalent. No experience necessary. Training is provided for TCIC, NCIC upon employment.	
Your completed application may be submitted online at www.harrisoncountytexas.org or emailed to hrassist@co.harrison.tx.us if delivered or mailed: HUMAN RESOURCES, 200 W. Houston, Room 328, Marshall, TX. 75670 or faxed to 903-935-4800. All resumes and other forms may be submitted if mailed, delivered or faxed, otherwise they will be submitted at interview. Please allow a minimum of 2 weeks for the selection process	
Eligible for Benefits:	Retirement, Health Insurance, Holidays, Vacation, Sick Leave
Hours of work:	Rotating 8 hours: 7am to 3pm;3pm to 11pm;11pm to 7am
Rate of Pay:	\$15.2598/HR
The County of Harrison is an Equal Employment Opportunity Employer Promoting a Drug & Smoke-Free work environment	

**Harrison County
Job Description**

PUBLIC SAFETY COMMUNICATIONS TECHNICIAN

Department:	Sheriff's	Class Code:	3402
Revised Date:	April 2007	FLSA Status:	Non-Exempt

GENERAL PURPOSE: Performs a variety of dispatch functions; prepares and maintains departmental records; operates various types of communications equipment; and performs other related duties.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Receives, logs, and processes emergency and non-emergency calls for service from the public; evaluates and determines the nature, location, and priority of emergency incidents.
- Dispatches law enforcement, fire, emergency medical, and/or other public safety personnel and equipment in accordance with established procedures.
- Coordinates and communicates with field units regarding the delivery of emergency services.
- Maintains contact with officers, firefighters, and emergency personnel; monitors the status, location, and safety of field units/personnel.
- Utilizes State and Federal computer databases to obtain information regarding missing/wanted persons, vehicles, license plates, and stolen goods; relays information to field personnel.
- Enters warrants, protective orders, missing persons, and stolen items into the Texas Crime and National Crime Information Center databases; updates and maintains related records.
- Operates various types of communications equipment including telephones, radio consoles, and computer systems; monitors emergency radio frequencies.
- Documents, prepares, and maintains departmental log books, incident cards, records, reports, and/or other types of documentation.
- Answers incoming calls to business phone lines; screens and transfers calls to appropriate departments and/or individuals.
- Conducts a variety of general clerical duties including filing and indexing.
- Performs other duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent, and one year dispatch experience; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- TCIC and NCIC certifications are required.

Required Knowledge of:

- Dispatch principles and practices.
- Communications systems, equipment, and databases.
- Processes and procedures for dispatching emergency services personnel.
- Departmental records, reports, and documentation.
- General office practices and equipment.

Required Skill in:

- Responding to calls for assistance and dispatching emergency services personnel.
- Operating and maintaining various types of communications equipment.
- Documenting dispatch calls and preparing a variety of departmental records and reports.
- Performing a variety of routine clerical functions.
- Establishing and maintaining effective working relationships with others.

Physical Demands / Work Environment:

- Work is performed in a communications center environment and involves sitting for extended periods of time.