

Job Opportunity Announcement

<u>Department:</u>	Sheriff's Office	<u>Position:</u>	Communications Officer
<u>Date Open:</u>	August 26, 2021	<u>Salary:</u>	\$39,000.00
<u>Date Closed:</u>	Until Filled		

General Description of Responsibilities

A Communications officer, or emergency dispatcher, is a first responder per House Bill No. 1090. This position is responsible for receiving, processing, and disseminating information in an accurate and timely manner providing an expedient response to emergency situations. The Communications Officer answers a multi-line telephone console system, Text to 911, and TDD system for both emergency and non-emergency calls. Dispatch is responsible for asking questions to interpret, analyze and anticipate the caller's situation to provide requested information, refer callers to other resources or resolve problems through verbal de-escalation techniques while dispatching emergency services. Dispatch communicates with Deputies and surrounding law enforcement agencies over a multi-channel radio system to dispatch calls for service and conduct computerized searches through local, state and national databases. Dispatch is also responsible for entering, modifying and clearing information in state and national data bases such as warrants, missing persons, stolen property and emergency protection orders.

Required Skills and Knowledge

- Exceptional and quality customer service
- The ability to use decision-making skills to evaluate situations, establish priorities and resolve matters
- The ability to work efficiently while multitasking in fast paced environment during stressful situations
- The ability to actively listen and communicate effectively through clear speech and hearing
- Knowledgeable in GIS, Hunt County geography and map reading
- Ability to concentrate on assigned tasks/duties through many distractions, as well as process multiple calls and/or radio traffic simultaneously as necessary.

Education and Experience

- Must be 18 years old and have a High School Diploma or G.E.D certificate
- Must have a valid Texas driver's license & must be a US citizen
- Must have a clean background, with good moral character
- Must be able to work shift work, on call, nights, weekends, holidays and available to be contacted 24 hours a day
- Experience preferred but **WE WILL TRAIN FOR THIS POSITION!**

Contact Communications Supervisor Virginia Phillips at 903/453-6842
or vphillips@huntcounty.net for any questions.

For consideration, you must complete an [Employment Application](#) in full and provide a professional resume.
You may obtain an application in the Human Resources Department, Room 200 of the Hunt County Courthouse.

HUNT COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

PLEASE DO NOT REMOVE