

Job Opportunity Announcement

<u>Department:</u>	Sheriff's Office
<u>Date Open:</u>	October 01, 2023
<u>Date Closed:</u>	Until Filled
<u>Position:</u>	Communications Officer
<u>Salary:</u>	\$47,190.00/year

GENERAL DESCRIPTION OF RESPONSIBILITIES: A Communications officer 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 to provide an expedient response to emergency situations. The Communication Officer performs considerable record maintenance functions requiring specialized knowledge of departmental, state, and national rules and regulations while applying acute attention to detail. Experience preferred but **WE WILL TRAIN FOR THIS POSITION!**

Essential Functions:

- Answer a multi-line telephone phone console system, Text to 911, and TDD system for the deaf and hearing impaired for both emergency and non-emergency calls. This includes obtaining location information, assessing the circumstances, reassuring the caller, and providing pre arrival instructions, determining and assigning the level of priority for the call and simultaneously entering the data into a computer-aided dispatch system for radio dispatch purposes.
- Perform emergency crisis intervention services.
- Ask questions to interpret, analyze and anticipate the caller's situation to resolve problems through verbal de-escalation techniques, provide information, dispatch emergency services, or refer callers to other resources.
- Operate a multi-channel radio system while simultaneously inputting, retrieving, listening to, and comprehending 9-1-1, non-emergency calls and radio traffic
- Communicate with unit personnel in the field to conduct computerized searches through local, state, and national databases; confirms stolen property and wanted/missing persons as well as enter data and operate computer terminals with specialized access through various automated data banks.
- Entering, modifying, and clearing information in state and national data bases such as warrants, missing persons, stolen property, and emergency protection orders.
- Field calls for general inquiries and complaints from the public, i.e., street locations, weather and road conditions, school schedules, and power outages.

Required Skills and Knowledge:

- Exceptional and quality Customer Service
- 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 work efficiently in fast paced and stressful situations
- The ability to actively listen and communicate effectively through clear speech and hearing
- The ability to follow instructions
- Knowledgeable in GIS
- Considerable knowledge of county geography and ability to read maps
- Ability to work in a multitasking environment with constantly changing priorities
- Ability to concentrate on assigned tasks/duties through many distractions, as well as process multiple calls simultaneously as necessary.

Education and Experience

- High School Diploma or G.E.D certificate
- Must be 18 years old at time of appointment
- Must have a valid 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
- Must obtain state licensing through mandated training with in the first year

Applications are available online at huntcounty.net or they can be picked up at 2507 Lee St Greenville TX 75401 in the Human Resources Department, 2nd floor, Room 200. Please submit all applications to Human Resources.

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

HUNT COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

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