

City of Stafford
Police Department
2702 South Main Street
Stafford, Texas 77477-5599
281-261-3950

Position: Telecommunications Officer

Class Structure: Public Safety Support

Class: Telecommunications Operator

Level: 1

Department / Division: Stafford Police Department / Communications and Records

Salary: \$38,000 with no experience

\$39,000 with Certification (less than 2 years experience)

\$42,000 - \$53,000 with 2 or more years experience (DOQ)

Submit application to: Lieutenant Davis Pham

Posting Date: October 1, 2014

Deadline: Until filled

Key Job Responsibilities:

- Communicate, via telephone, radio, and in person in a courteous manner and maintaining composure while communicating with irate and/or irrational people to obtain necessary information.
- Operates computer systems and accurately inputs data into in-house, statewide, and federal systems.
- Operates radio consoles for police, fire, EMTS and other city departments when necessary.
- Operates portable radios.
- Reads and comprehends manuals and instructions.
- Comprehend and follow verbal instructions.
- Operates the teletype device for the deaf.
- Understands and reads digital and numeric clocks, both standard and twenty-four hour.
- Operates fax and copier machines.
- Creates and maintains information logs as required.
- Accurately completes all paperwork in an understandable manner.
- Understand and maintain files as required.
- Follow established procedures.
- Reads, understands, and complies with all security and safety procedures.
- Completes training program and state mandated training within prescribed time.

Knowledge / Skills:

Must be proficient in composition, grammar, spelling, and general writing skills. Ability to do multiple functions in a high stress environment. Organizational skills a must. Must be able to work varying shifts – nights, holidays, weekends, and overtime as necessary. Must be able to work alone and with groups.

Minimum Qualifications:

- High school graduate or GED; or, an equivalent of education and experience sufficient to successfully perform the essential duties of the job.
- Must type 35 wpm and pass a verbal name/number test with 95% accuracy.
- Computer experience with Windows based programs.
- Must be able to work variety of hour, shift, days, holidays, and weekends.
- Must be able to work with groups or alone, without regard to the scheduled shift.
- Must be able to pass background investigation, physical and drug testing.

The City of Stafford provides an equal employment opportunity for all qualified persons without regard to race, color, religion, age, sex, disability or national origin. Complete job description can be viewed at www.staffordpd.com.