

**Employment Opportunity  
Llano County Sheriff's Department  
Telecommunications Officer  
Hourly Rate \$15.38**

The Llano County Sheriff's department is accepting applications for a telecommunications officer. This is a full-time, position under the direction of the Chief Dispatcher. This position performs a variety of dispatch duties on behalf of the Llano County Sheriff's department; provides the delivery of emergency and non-emergency services to the public; prepares dispatch records and documentation; operates telecommunication equipment.

Job Location: Llano County Law Enforcement Center, 2001 N. Hwy 16, Llano, Texas  
Job Open until filled

**Background check is required**

Benefits include: Health & dental, Retirement, Vacation, Sick and Holiday pay

For a complete job description and application, please go to [www.co.llano.tx.us](http://www.co.llano.tx.us). Email completed application to [lisa.otto@co.llano.tx.us](mailto:lisa.otto@co.llano.tx.us) or return to Llano County Human Resources at 1447 E. St. Hwy 71, Unit C, Llano, Texas 78643

For questions, please call the Llano County Sheriff's department at 325-247-5767

**Llano County is an Equal Opportunity Employer**

Job Posted 09/17/2021

## Llano County Job Description

**Job Title: Telecommunications Officer/Dispatcher**

**Base: L5**

**FLSA: Non-Exempt**

**Dept: Sheriff**

**EEO: 06 Administrative Support**

**Reports To: Chief Dispatcher**

### **Summary:**

Performs a variety of dispatch duties on behalf of Llano County Sheriff department; provides the delivery of emergency and non-emergency services to the public; prepares dispatch records and documentation; operates telecommunication equipment.

### **Essential Duties and Responsibilities:**

- Responsible for security of the dispatch center, computer systems and networks, jail doors and facility
- Must be able to work any shift, day or night hours including irregular or rotating shifts, holidays and weekends; overtime or extended hours as needed; being called in on days off
- Attend all mandatory and required training and meeting – will have to travel
- Maintain professional competency in all aspects of the job
- Regular attendance
- Maintain strict confidentiality of all information and data
- Work in high stress situations due to call volume and nature of emergency calls while remaining calm and able to focus on the job responsibilities
- Answer incoming telephone calls including 911 and non-emergency
- Process calls for service and obtain all pertinent information
- Enter call information and maintain data entry logs in CAD (Computer Aided Dispatch)
- Ability to operate and monitor a radio console consisting of multiple radio channels and talk groups including wearing a headset
- Provide accurate and pertinent information and updates to responding units
- Maintain officer safety and responder safety by tracking location, status, checking for and providing critical information
- Utilize various resources and databases to research information
- Navigate using multiple different maps
- Provide exceptional customer service to the public, emergency responders and county employees in person and by phone, radio and computer
- Dispatch appropriate Law Enforcement, Fire and EMS agencies
- Utilize the TCIC/NCIC databases for official criminal justice purposes
- Entry of records into the TCIC/NCIC databases
- Other duties as assigned by supervisor

### **Skills and Requirements:**

- Typing minimum of 30 WPM
- Multitasking using multiple phones, radios, computers and other equipment
- Knowledge of computers and software very helpful
- No criminal convictions of Misdemeanor Class B or higher (waivers are possible on certain offenses and if the time requirement has been met)
- Must have or be able to obtain a valid Texas Driver's License
- Pre-employment testing
- Eligible for and obtain access to TCIC/NCIC/TLETS system withing six months of employment
- Must take and pass the TCOLE Basic Telecommunication Course and Basic Jailer Course withing one (1) one year of employment (course may be online or at a school)
- Must obtain TCOLE Basic Telecommunication and Basic Jailer License within one (1) one year of employment
- Must be able to pass an extensive background investigation as required by TCOLE before employment
- Must take and pass a physical medical exam, drug test and psychological exam before employment
- Basic writing skills and comprehension

### **Education and Experience:**

- High School Diploma or GED
- Experience preferred for part-time positions
- Map reading skills preferred

### **Certification and Licenses:**

This list is most of the basic requirements needed within the first year of employment.

Additional classes are required for the job and needed for obtaining a higher TCOLE license

- TCOLE Temporary/Basic Telecommunications License
- TCOLE Temporary/Basic Jailer/County Corrections License
- SAFVIC Certification
- TTY and 911 Certification
- NIM/FEMA ICS courses 100, 200, 700, 800

### **Physical Demands and Work Environment:**

- Lifting up to (30) pounds
- Extended periods of sitting, typing, computer work and answering phones
- Wearing a headset up to (12) hours
- Must take the (3) day physical skills training
- May encounter physical altercations with inmates and have to assist in restraining an inmate
- High stress environment

**Primary Tools/Equipment Used:**

- Multiple channel radios
- Phone
- Multiple computers
- Headsets
- Jail control board

*This job description does not constitute an employment agreement between Llano County and employee, does not necessarily include duties which may be required for this position and may be revised as needed.*

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.*

**Employee Acknowledgement**

This confirms that I, \_\_\_\_\_, have received a copy of my job description with Llano County for the position of \_\_\_\_\_ and that I recognize the job duties may be changed, amended, or supplemented at any time, and that such changes will supersede this job description.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date