

**Llano County  
Employment Opportunity  
Sheriff's Department  
Telecommunications Officer/Dispatch - Salary \$48,707**

The Llano County Sheriff's Department is seeking candidates for the position of Telecommunications Officer/Dispatch. This is a full-time, non-exempt position under the direction of the Chief Dispatcher. Duties to include, but not limited to; performing a variety of dispatch duties on behalf of Llano County Sheriff's department; providing the delivery of emergency and non-emergency services to the public; preparing dispatch records and documentations; and operating telecommunications equipment.

Job Location: Llano County Law Enforcement Center, 752 Andy Taylor Dr., Suite A, Llano, Texas 78643

Job open: until filled

**Benefits include: Retirement, Health & Dental Insurance, Vacation, Sick, & Holiday Pay, SB Incentive Pay**

**Background check is required**

For a complete job description and application, please go to [www.co.llano.tx.us](http://www.co.llano.tx.us). Return completed application to the Llano County Sheriff's department located at 752 Andy Taylor Dr., Suite A, Llano, Texas 78643 or by email to: [jjones@co.llano.tx.us](mailto:jjones@co.llano.tx.us).

For questions, please call Jani at the Llano County Sheriff's Department @ 325-247-5767.

**Llano County is an Equal Opportunity Employer**

## **Llano County Job Description**

**Job Title: Telecommunications Officer/Dispatch      Base: L7      FLSA: Non-Exempt**

**Department: Sheriff      EEO: 06 Administrative Support      Reports To: Chief Dispatcher**

### **Summary:**

Performs a variety of dispatch duties on behalf of Llano County Sheriff's office; provides the delivery of emergency and non-emergency services to the public; prepares dispatch records and documentations; operates telecommunication equipment. This position serves a dual role with jail responsibilities.

### **Essential Functions:**

- Responsible for security of the dispatch center, computer systems and networks, jail doors and facility
- Answer and respond to incoming telephone calls including 911 and non-emergency; 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; 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 while 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; process calls for service and obtain pertinent information
- Utilize the TCIC/NCIC databases for official criminal justice purposes
- Entry of records into the TCIC/NCIC databases

### **Other Duties and Responsibilities:**

- Must be able to work any shift, day or night hours including irregular or rotating shifts, holidays, weekends; over time or extended hours as needed; being called in on days off
- Attend all mandatory and required training and meetings, must be willing to travel
- Maintain professional competency in all aspects of the job
- Regular attendance, dependability is a must
- Maintain strict confidentiality of all information and data
- Other duties as assigned by supervisor

**Jail Responsibilities:**

- Responsible for 24-7 operation of all jail doors
- Responsible for 24-7 monitoring of jail camera system
- Responsible for 24-7 monitoring of facility & inmate intercoms
- Responsible for 24-7 monitoring of fire alarm & generator alarm panels
- Notify on-duty supervisor and/or officer of any irregularities while monitoring jail camera system
- Become familiar with the Inmate handbook
- Must learn the Sheriff's Office jail plan as approved by the Texas Jail Commission
- Be able to perform duties as assigned by supervisor and or required by jail standards

**Knowledge, Skills and Abilities:**

- Must be able to type a minimum of 30 WPM
- Must be able to multitask using multiple phones, radios, computers and other equipment
- Knowledge of computers and software
- Must have no criminal convictions of Misdemeanor Class B or higher (Exceptions with waivers are possible)
- Must have valid Texas Drivers' license
- Eligible for and obtain access to TCIC/NCIC/TLETS system within six months of employment
- Must take and pass the TCOLE Basic Telecommunication Course and Basic Jailer Course within one (1) year of employment (course may be online or at school)
- Must obtain TCOLE Basic Telecommunication and Basic Jailer License within one (1) 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
- Complete all necessary training and continuing education to maintain TCOLE license

**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
- TTY and 911 Certification
- CPR certification
- TLETS Full Access Operator certification

**Physical Demands and Work Environment:**

- Lifting up to (30) thirty pounds
- Extended periods of sitting, typing, computer work and answering phones
- Wearing a headset for (12) twelve hours
- Must take the (3) three-day physical skills training
- May encounter physical altercations with inmates and have to assist in restraining an inmate
- Exposure to high pitched sounds
- Exposure to chemical agents (OC spray, pepper spray, etc.)
- High stress environment