



# CITY OF UVALDE

## *Uvalde, Texas*

P.O. Box 799, 78802-0799  
(830) 278-3315  
FAX: (830) 278-2234

### **Job Notice:**

The City of Uvalde is currently accepting Applications for the following positions:

Position:	<b>Telecommunications Operator (3-vacancies)</b>
Department:	Police
Vacancy closing:	Friday, June 21, 2019
Salary:	\$14.90 hourly / \$30,992.00 annually
Hours:	<b>10-hour work shifts</b> , which cover a 24-hour work day <i>(Schedule subject to change under the Supervisor's discretion.)</i>

### **Main Areas of Responsibility:**

Under the general direction of the Telecommunications Supervisor monitors and answers calls on 9-1-1 and other telephone and wireless communications lines. Dispatches and communicates by radio, computer, and telephone with mobile units from various public safety entities within and outside Uvalde County to include police, fire, emergency medical services, City Animal Control, state and federal law enforcement agencies, and others. Monitors and responds to other radio frequencies or talk groups as needed. Performs administrative and clerical duties required for reporting and record keeping. Performs other related duties as required.

### **Responsibilities:**

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.*

- Monitors and answers multiple telephone lines, including 9-1-1 emergency lines;
- Monitors and answers multiple radio channels, frequencies, or talk groups communicating with various units including law enforcement, fire, emergency medical services, animal control and others;
- Dispatches calls for service by radio, assigning personnel as needed, and tracking the status of on-duty personnel;
- Transfers calls received from the Telecommunications center to proper jurisdiction;
- Obtains appropriate and necessary information from callers in emergency and non-emergency situations, and carries out situational assessment to determine the proper response;
- Coordinates and directs the proper agency or organization to assist callers;
- Coordinates various agencies and units such as law enforcement, fire, and emergency medical services during emergency situations;
- Communicates with callers in a calm and professional manner in both normal and high stress situations;
- Provides information to the general public both in person and by telephone;
- Maintains computer call logs of information transmitted and received through Communications;
- Utilizes Federal, State and Local computer databases (NLETS, TLETS, Badge, CIS) to provide appropriate information to units and other agencies;



- Enters, validates, corrects, and removes warrants, stolen items, missing persons, protective orders, and other information in Federal and State databases;
- Enters call information in Badge and CIS, and prepares call logs for Staff;
- Makes copies of call logs and information for both department personnel and outside agencies;
- Validates entries as required by policy, procedure, or regulation;
- Prepares daily/shift Dispatch Logs of police department calls and emails them to those on the distribution list;
- Ensures the working condition and notifies the proper personnel for repair and service of dispatch assigned equipment;
- Prepares various internal reports;
- Records and releases to proper personnel copies of audio recordings from 9-1-1 and land lines;

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Applications may be requested from and sent to:

Larissa Valverde Rodriguez, Dir. of Human Resources  
P.O. Box 799  
Uvalde, Texas 78802-0799  
(830) 278-3315 ext. 122  
lrodriguez@uvaldetx.gov / employment@uvaldetx.gov

**The City of Uvalde is an Equal Opportunity Employer.**