

*Overview: (Telecommunication)*

Ensures smooth operation of day-to-day telecommunications functions for the Sheriff's Office. Receives and dispatches emergency and routine calls for police, transfers calls for fire and EMS. Answer administrative phone lines and disseminates calls to the appropriate personnel, answers 911 PSAP, document calls in the RMS/CAD system. Maintains communication, concentration, and decision-making ability in life threatening or crisis situations, or when callers are irate, verbally abusive, hysterical or minimally communicative. Handle multiple calls or emergencies simultaneously without losing concentration or judgement; make split second decisions about emergencies based on sound analysis of information obtained and knowledge of emergency procedures.

Performs other duties as assigned.

Qualifications:

Must be a United States Citizen; 18 years of age or older. High School Diploma/GED. Strong computer and typing skills, verbal and written communication skills; strong interpersonal skills and ability to deal effectively with others; management, organizational; ability to complete assigned tasks within tight deadlines; ability to prioritize own and others' work. Working knowledge of Windows, PC Hardware and other equipment as assigned. Valid Texas Driver's License; Telecommunication Operator License to be obtained within first year of employment. Must be eligible for licensing by TCOLE. Ability to work assigned shift.

Applications can be picked up in person at the Matagorda County Sheriff's Office located at 2308 Ave F, Bay City TX. 77414, Monday thru Friday 0800-1700 excluding holidays. Prior to returning the application ensure you have all of the required documentation and the application is notarized in advance.