

*The City of Onalaska* is currently accepting applications for Telecommunication Operators.

Applicant must complete the Personal History Statement form available on the TCOLE web site. Applicant must complete a City Application. Applications can be obtained at City Hall.

**DESCRIPTION OF POSITION:**

Ensures efficient, effective handling of all incoming telephone or two-way radio calls from the public, county departments, or other departmental or law enforcement personnel; and performs necessary documentation.

**\*\*THIS POSITION IS POSTED UNTIL FILLED\*\***

**EXAMPLE OF DUTIES:**

Receives incoming calls on both the telephone and two-way radio, evaluates calls, and directs calls to appropriate staff and/or agencies, dispatches units, and relays information pertinent to field operations

Monitors and responds to radio traffic

Performs computer-assisted and manual records checks for officers on individuals, locations, vehicles and other property, sometimes verifying warrants or reports of stolen property with the originating agency

Maintains, updates, and accesses for officer's various logs and computer data files (incident reports, stolen or repossessed property logs, wrecker rotation logs, maps, etc.)

Enters information into Texas and National Crime Information Computer systems

Operates jail control board and runs checks on all visitors to inmates

Monitor's surveillance cameras and is responsible for security of all incoming doors

Completes forms, dispatch cards, and complaint cards

Contact's child welfare, owners of loose livestock, electrical/utilities companies, and wrecker services, etc., when necessary

Creates and maintains case files (may be computerized)

Confirms and clears warrants and logs all stolen articles, missing persons, runaways, etc.

Assists general public with traffic, weather and general questions when necessary

Logs and prepares regular summaries of phone and radio activities

Maintains records of emergency vehicle use and maintenance

Maintains current knowledge of federal, state, and local rules regarding telecommunications operations

Performs such other duties as may be assigned

**ESSENTIAL QUALIFICATIONS:**

High school graduation or its equivalent, related experience desirable (related business or technical school training may be substituted equally for experience).

Special law enforcement telecommunications training desirable but not required;

or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

**ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of: radio transmission procedures and Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving.

Skill to: use radio and electronic data communications equipment. Operate a computer and recommended typing speed is 30 net words per minute with a high degree of accuracy. Appointed Department Heads are required and Elected Officials are strongly encouraged to utilize job related skills testing in the application process.

Ability to: communicate effectively both orally and in writing; establish and maintain effective working relationships with other county employees and the general public; speak clearly and concisely; handle several items at one time, possibly in a stressful situation; keep accurate records; and maintain appropriate necessary certifications.

City of Onalaska is an Equal Opportunity Employer of Qualified Individuals. Please submit Personal History Statement and employment application to: Onalaska City Hall, Attn: Human Resources, P. O. Box 880, Onalaska, Texas 77360 or 372 FM 356 South, Suite 101.