



Jim Stewart
WILSON COUNTY SHERIFF'S OFFICE
800 TENTH ST.
FLORESVILLE, TEXAS 78114
830-393-2535/830-400-1850



Job Posting:

911 Telecommunicator (Fire/EMS Dispatcher) – Full-Time

Starting pay:

\$17.38 Hourly, \$36,150.40 Annually

Benefits:

Health Insurance provided for employee, with dependent coverage available

Vision, Dental and Supplemental policies available

TCDRS Retirement 2:1 match, 7%

Life Insurance Policy

Holiday Pay

Vacation and Sick time off

Certification Pay

Objectives:

- Providing first response to calls for service received through emergency and non-emergency telephone lines.
- Provide lifesaving medical instructions to those in need and improve the outcome of patients for all Fire and EMS incidents.
- Promptly dispatching and relaying information to Law Enforcement, Fire, EMS via CAD, radio, telephone and other methods.
- Maintaining an appropriate level of safety and availability by monitoring the status of Law Enforcement, Fire, EMS personnel in the field.
- Providing support to Law Enforcement services by storing and retrieving information from local, state and federal information files.
- Providing support to Fire and EMS services by obtaining and informing responding units.
- Keeping everyone safe, ensuring everyone goes home.

Qualifications:

- High School diploma or equivalent
- one (1) year of telecommunications experience or equivalent, including one (1) year of computer experience;
- Emergency Medical Dispatch certification preferred, if not must obtain within six (6) months of employment
- Emergency Medical Responder or EMT-Basic certification preferred, if not must obtain within a one (1) year of employment
- Must have a TCOLE Telecommunicator License or successfully pass the TCOLE Telecommunicator Licensing Exam within one (1) year from employment date
- Skill in operating telecommunication equipment; skill in determining type and seriousness of calls
- Any combination of education and experience that has been achieved and is equivalent to the stated education and experience and required knowledge, skills, and abilities sufficient to successfully perform the duties and responsibilities of this job
- Ability to pay attention to detail, cooperate with others, maintain composure, control anger, and avoid aggressive behavior, even in very difficult situations; must have the ability to take on responsibilities and challenges; ability to lead, accept criticism, and deal calmly and effectively under high stress situations; ability to maintain effective working relationships with coworkers, Department/Division Heads, County employees, government agencies and the general public
- Must be a U.S. Citizen
- Valid Texas Driver's License
- Typing speed: 40 words per minute or greater
- Experience in law enforcement, Fire/EMS telecommunications, EMD and CAD systems
- Fluent in the English language, able to speak Spanish as well preferred, but not required
- Applicants are encouraged to attach a resume with their application
- Proficient with computer systems and knowledge with CAD and EMD programs. Knowledge with Spillman CAD or other CAD programs preferred.
- Law enforcement computer databases and telecommunications networks

- Basic telephone courtesy and functional knowledge
- Both verbal and written communication
- Gain working knowledge of the physical County geography layout
- Physical requirements include the ability to lift/carry up to 20-40 pounds and pushing/pulling with force up to 20-40 pounds, occasionally
- Subject to constant sitting, reaching, talking, audition, and exercise of fine dexterity, occasional standing, walking, climbing, kneeling/crouching, bending/squatting, and gripping/grasping to perform the essential functions
- Drug and Alcohol Test Required, Criminal, Education, and Employment Background Check Required

Responsibilities:

- 12 hr shift work including days, nights, weekends, holidays, and subject to call in for any large-scale disaster/incidents where additional telecommunicators will be needed.
- May work more than 40 hours during the work week
- Operates telecommunication equipment such as a 700MHz Radio System, VHF Conventional Radio System, Computer Aided Dispatch (CAD) System, Criminal Integrated Justice System (CIJS), Records Management System (RMS), Computer Telephony 9-1-1 and Mapping System, hearing impaired teletype and digital logging recorder
- Answers emergency and non-emergency calls from the general public and routes calls to other public safety agency dispatchers as needed
- Enters call subject matter into computer and prioritizes calls for service, updates CAD notes with patient information, condition, changes, etc.
- Enters all pertinent information regarding all calls for service into the Computer Aided Dispatch (CAD) system
- Utilization of Power Phone Total Response, and giving EMD instructions to callers for all Fire, EMS and Law incidents
- Maintains the location of all Fire, EMS and Law Enforcement units
- Assigns call requests as a single service (law enforcement or fire/EMS) dispatcher over a two-way radio to law enforcement responders or fire/EMS responders in vicinity to investigate incident or provide assistance
- Be familiar with the different Fire, EMS and Law Enforcement resources and typing of those resources (i.e. tanker vs. tender, brush truck, etc.)
- Assigns working channels for large or special incidents involving multiple units or agencies (i.e. pursuits, structure fires, MVC's)

- Maintains and enters timestamps and notes in CAD of large or special events (pursuits, structure fires, MVC's, etc.)
- Responds to requests for information regarding CAD incident numbers, case numbers, arrival times, citizen addresses and other Public Safety Communications information
- Maintains public safety responder location and enroute status logs
- Assists training new employees in procedures for dispatching, radio communications, notification of proper personnel, operation of telecommunication equipment, documentation of calls and other related procedures
- Performs related duties as required
- Constantly working in indoor conditions; high call volume, fast paced and stressful call center environment
- Occasionally moves items weighing up to 15 pounds
- Occasionally moves about the office
- Frequently communicates with others; must be able to exchange accurate information
- Constantly operates a computer and other office productivity machinery
- Positions self to perform essential functions
- Must be able to remain in a stationary position

To apply complete the following and submit to hr@wilsoncountytexas.gov **and** nharrell@wilsoncountytexas.gov:

[Personal History Statement](#)

[Authorized Release Form](#)

[Job Application Packet](#)

The Fire/EMS Telecommunicators will be employed by Wilson County. The positions are funded through a partnership with Wilson County Sheriffs Office, Wilson County ESD #1, Wilson County ESD #2, Wilson County ESD #3, Wilson County ESD #4, and Wilson County ESD #5.

