



**Job Announcement
Communications Officer**

Department:	Police	Posted:	01/10/2025
Position:	Communication Officer	Closed:	Open Until Filled
Salary:	\$13.50/hr	Classification:	Full-Time

Job Summary:

The Communications Officer serves as a critical link between the public and emergency services, playing a vital role in ensuring public safety and efficient emergency response for the City of Palmview. This position requires excellent communication skills, the ability to work well under pressure, and the capacity to remain calm and composed in high-stress situations while coordinating responses to emergency and non-emergency situations.

Location:

The primary worksite for the Communications Officer is the City of Palmview Police Department. The job is primarily indoors, working in a telecommunications center.

Hours:

This full-time position requires 40 hours per week, with shift schedules and rotations to ensure 24/7 coverage. The Communications Officer must be available to work nights, weekends, and holidays as required, and may be subject to on-call duties.

Essential Functions:

- Receive and respond to emergency and non-emergency calls for service, using active listening skills to quickly assess situations and gather crucial information.
- Dispatch appropriate emergency services to incident locations, utilizing computer-aided dispatch systems to coordinate responses efficiently.
- Maintain accurate and detailed records of all calls and dispatch activities using specialized software.
- Communicate effectively with emergency service personnel, providing ongoing support and information throughout incidents.

- Monitor and respond to multiple radio channels and computer-aided dispatch systems simultaneously.
- Operate and maintain telecommunications equipment, adapting to new systems and procedures as implemented.
- Stay current with emergency protocols and procedures, participating in regular training and professional development activities.

Qualifications and Requirements:

- High School diploma or equivalent.
- Certification as a Telecommunicator from the Texas Commission on Law Enforcement (TCOLE).
- Minimum of 1 year of experience as a dispatcher for emergency services.
- Comprehensive knowledge of police, fire, and EMS operations and protocols.
- Proficiency in computer-aided dispatch systems and related technology.
- Excellent communication skills with the ability to remain composed in high-stress situations.
- Demonstrate the ability to quickly comprehend and act upon verbal and written instructions, particularly in high-pressure situations.
- Capability to report information verbally quickly and accurately under stressful conditions.

Desired Competencies:

- Exceptional verbal and written communication skills.
- Strong problem-solving and decision-making abilities, especially under pressure.
- Meticulous attention to detail and accuracy in record-keeping and dispatching.
- Ability to multitask and manage multiple incoming calls and information streams simultaneously.
- Effective teamwork and collaboration skills for working with emergency service personnel.
- Empathy and support skills for assisting callers in distress.
- Adaptability and willingness to learn new technologies and procedures.

Expectations:

- Promptly and accurately receive, assess, and dispatch emergency and non-emergency calls.
- Adhere to established protocols and procedures to ensure effective communication and response.
- Maintain professionalism, composure, and confidentiality in all interactions.
- Continuously update knowledge and skills related to emergency operations and dispatching.

- Prioritize calls and allocate appropriate resources based on the nature and urgency of situations.
- Collaborate effectively with emergency service personnel to ensure coordinated and efficient response.
- Provide exceptional customer service to citizens in need of assistance.
- Comply with all relevant laws, regulations, and departmental policies.
- Contribute to a positive and supportive team environment.

Physical Requirements:

- Ability to sit for extended periods while operating communication equipment.
- Mobility requirements to operate equipment and move within the communications center.

Equal Employment Opportunity:

The City of Palmview is an equal opportunity employer committed to diversity and inclusion. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

Additional Information:

This job description is not exhaustive and may be subject to change or modification as necessary. Additional duties and responsibilities may be assigned to meet the needs of the City of Palmview Police Department and the community.

Application Process:

Interested candidates are invited to submit their application through the City of Palmview's official website at www.cityofpalmview.com/job-opportunities/ or in person at the following address: 400 W Veterans Blvd Palmview, TX 78572.