



**Job Announcement  
Communications Officer**

<b>Department:</b>	Police	<b>Posted:</b>	11/22/2023
<b>Position:</b>	Communication Officer	<b>Closed:</b>	Open Until Filled
<b>Salary:</b>	\$13.50/hr	<b>Classification:</b>	Full-Time

**Job Summary:**

The Communications Officer is responsible for receiving and dispatching emergency and non-emergency calls, ensuring efficient and effective communication between emergency services and citizens in need. This role requires excellent communication skills, the ability to work well under pressure, and the capacity to remain calm and composed in high-stress 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:**

A typical workweek consists of 40 hours, with the possibility of working outside of normal business hours or being on-call. Shift schedules and rotations may be implemented to ensure 24/7 coverage for emergency services. The employee must be available to work nights, weekends, and holidays as required.

**Essential Functions:**

- Receive and respond to emergency and non-emergency calls for service.
- Dispatch appropriate emergency services to the location of the incident.
- Maintain accurate records of all calls and dispatch activities.
- Communicate with emergency service personnel and provide support as needed.
- Monitor multiple radio channels and computer-aided dispatch systems.
- Operate and maintain telecommunications equipment.
- Remain up-to-date with emergency protocols and procedures.

### **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.
- Strong knowledge of police, fire, and EMS operations.
- Proficient in the use of computer-aided dispatch systems.
- Excellent communication skills with the ability to remain calm and composed in high-stress situations.
- Ability to work well under pressure and prioritize tasks effectively.
- Must be able to understand verbal and written instructions quickly, and act upon those instructions quickly and correctly.
- Must be able to report information verbally quickly and accurately in stressful situations.

### **Desired Competencies:**

- Exceptional communication skills, both verbal and written.
- Ability to remain calm and composed in high-stress situations.
- Strong problem-solving and decision-making abilities.
- Attention to detail and accuracy in record-keeping and dispatching.
- Ability to multitask and manage multiple incoming calls and information simultaneously.
- Teamwork and collaboration skills to effectively work with emergency service personnel.
- Ability to demonstrate empathy and provide support to callers in distress.

### **Expectations:**

- Promptly and accurately receive and dispatch emergency and non-emergency calls.
- Follow 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 the situation.
- Collaborate effectively with emergency service personnel to ensure coordinated and efficient response.
- Provide exceptional customer service to citizens in need of assistance.
- Adhere to 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/](http://www.cityofpalmview.com/job-opportunities/) or in person at the following address: 400 W Veterans Blvd Palmview, TX 78572.