

Joel W. Richardson

RANDALL COUNTY SHERIFF

SHERIFF'S OFFICE
9100 S. GEORGIA
AMARILLO, TEXAS 79118
(806) 468-5800
FAX (806) 468-5762



CIVIL DIVISION
AMARILLO ANNEX
4111 S. GEORGIA, SUITE 200
AMARILLO, TEXAS 79110
(806) 468-5652
FAX (806) 468-5653

COMMUNICATIONS OPERATOR

REQUIREMENTS:

1. **Must be at least (18) eighteen years of age**
2. **High school graduate or equivalency**
3. **Must possess a valid Texas Driver's license**
4. **Must never have been convicted of a Felony or a Class A misdemeanor**
5. **Must not ever have been on court ordered community supervision or probation for any criminal offense above the grade of Class B misdemeanor or a Class B misdemeanor within the last ten years of the court order and never been convicted of a family violence offense**
6. **Freedom from hearing or speech defects**
7. **Ability to read and write the English language**
8. **Ability to respond to pages, telephones, two-way radios, and other auditory stimulation**
9. **Ability to remain calm under stress**
10. **Ability to become TCLEOSE certified as a Telecommunications Operator certified as a 9-1-1 operator through the Potter-Randall Emergency Communications District**
11. **Ability to endure long periods of sitting**
12. **Ability to evaluate and interpret information and make independent decisions**
13. **Ability to do multiple tasks simultaneously**
14. **Successful completion of (180) one hundred eighty days on the job training**

EXAMPLES OF TASKS PERFORMED:

1. **Answers incoming telephone calls, receiving requests for services or information; connects incoming calls to appropriate offices, providing routine information, or taking other appropriate action; receives and relays various types of alarm calls**
2. **Answers all 9-1-1 emergency calls and handles each call according to the Potter-Randall County Emergency Communications District regulations and Office policies, procedures, regulations and rules**
3. **Maintains radio contact with mobile police units, fire protection agencies, other emergency responders in Randall County and other law enforcement agencies; dispatches patrol personnel to investigate incidents or in response to requests for police and other emergency personnel as required; receives reports from mobile units**
4. **Operates teletype; tests equipment to ensure proper working order**
5. **Maintains a log of radio traffic and calls for service; maintains other TCIC/NCIC and FCC directives**

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- 6. Functions as communications link in event of natural disaster, civil disturbance or riot, and hazardous materials incidents**
- 7. Assists in training new employees**
- 8. Performs other related work as assigned**

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Working knowledge of computer terminals, radio and telephone communications equipment and 9-1-1 equipment**
- Knowledge of the street system and geography of the county and adjacent areas or the ability to acquire such knowledge during a reasonable period of training**
- Ability to think and act quickly, accurately and calmly in emergency situations**
- Ability to develop, within a reasonable training time, skill and speed in the operation of telephone, radio, teletype and related communications equipment together with a knowledge of police safety functions and procedures**
- Ability to perform multi-tasks simultaneously**
- Ability to tolerate confinement to work area during entire eight-hour shift**
- Ability to maintain privileged or confidential information**
- Ability to deal courteously with and maintain working relations with the public, other county offices and other law enforcement agencies**