

# Blanco County Sheriff's Office

## Job Description

<b><u>Job Title:</u></b>	<b>Telecommunicator/Detention Officer</b>
<b><u>Chain of Command:</u></b>	<b>Reports to Telecommunications Lt.</b>
<b><u>Starting Pay:</u></b>	<b>\$18.32/hour \$40,001.00-year, base pay on 84-hour two week pay period plus qualifying certification pay and benefits.</b>
<b><u>Effective Date:</u></b>	<b>October 2023</b>

### **Job Summary Telecommunicator/Detention Officer:**

This position is the epicenter of the department providing emergency and non-emergency services to all of Blanco County. Must be able to multi-task and have at least moderate computer skills to keep up with an ever-changing environment.

Dispatch responsibilities require the employee to be licensed as both a Telecommunicator and Corrections Officer. Dispatch and jail duties in the dispatch center are interconnected requiring one hundred percent participation of jail and dispatch duties one hundred percent of the time

*Every Telecommunicator is required to obtain both a Telecommunicator & Detention Officer license through the Texas Commission on Law Enforcement.*

### **Essential Job Functions**

Dispatch Responsibilities:

- Maintain and operate the dispatch console.
- Facilitate and monitor all radio traffic.
- Take calls for assistance, on both 911 emergency lines and administrative lines.
- Operate the TTY, TDD and the text telephone.
- Conduct systems checks to ensure they are in proper working order.
- Accept and forward messages as received.
- Accept and disseminate fax transmittals as received.
- Receives & accepts bonds.
- Initiate pages to supervisors and/or investigators, as needed.
- Coordinate and communicate with dispatchers and other personnel from outside agencies.

- Complete all necessary training & continuing education to maintain TCOLE licenses.
- Other duties as assigned

#### Jail Responsibilities:

- Responsible for 24-7 operation of all jail doors
- Responsible for 24-7 monitoring of jail camera system
- Responsible for 24-7 monitoring of facility & inmate intercoms
- Notify on-duty supervisor and/or officer of any irregularities while monitoring jail camera system
- Become familiar with the Inmate handbook.
- Must learn the Sheriff's Office jail plan as approved by the Texas Jail Commission.
- Be able to perform all duties as assigned by supervisor and or required by jail standards.
- Complete all necessary training & continuing education to maintain TCOLE licenses.
- Other duties as assigned

#### Customer Service:

- Greet persons on the phone or those who appear in the lobby.
- Refer complaints to an on-duty supervisor and/or make available approved complaint information.

#### Computers:

- Must be able to type on a computer keyboard at a rate of at least 35 words per minute.
- Must be able to enter information into the CAD system real time without notes.
- Enter, check and remove information from TCIC/NCIC and LIDR.
- Operate under guidelines set forth by office policy, TLETS and CJIS.
- Enter calls into the CAD system documenting action by agencies.
- Enter and remove information from in-house databases.

#### Administrative:

- Maintain a dispatch radio transmission log.
- Accept and remove close patrol information.
- Maintain the wrecker rotation log
- Notarize documents.
- Accept bonds, local and outside agencies.
- Keep the dispatch office clean and presentable.

- Operate standard office equipment i.e.; fax machine, paper copier, paper shredder and paper cutter.
- Other duties as assigned

### **Qualifications:**

- At least 18 years of age.
- Must have a high school diploma or an equivalent G.E.D. certification.
- Valid Texas driver license.
- Valid Social Security card.
- Must pass a thorough background investigation, to include criminal history, personal credit record, and past work ethic.
- Must have working knowledge of computer operating systems (knowledge of Windows, Microsoft Word and Excel).
- Previous experience in a police or criminal justice related field is preferred.
- Must be able to obtain notary license
- ***Every Telecommunicator is required to obtain both a Telecommunicator & Detention Officer license through the Texas Commission on Law Enforcement.***

### **Working Conditions**

Mental demands:

- Read and communicate effectively (verbal and written).
- Maintain emotional control under stress and have the ability to make sound decisions quickly.
- Should not be unreasonably fearful of heights or be claustrophobic.
- Handle situations calmly when people are upset, injured or blood is present.
- Ability to shift between tasks, without confusion or loss of detail.

Physical requirements:

- ***Sitting:***  
Ability to sit at a desk or work in an office for extended periods.
- ***Walking / Running:***  
Frequently on concrete. Water may be present and occasionally on rough uneven ground.
- ***Lifting / Carrying:***  
Frequently carry light objects. Occasionally weights that may exceed 50 pounds to move department equipment and/or supplies, as needed.
- ***Fine Dexterity:***  
To write reports and reconcile funds. Operate standard office machines.
- ***Vision:***

Correctable vision with acceptable night vision and depth perception. The ability to read documents and work on a computer monitor for extended periods of time without the use of non-conventional visual aids.

- ***Hearing / Talking:***  
To communicate with supervisors, officers, suspects, witnesses, attorneys, and the general public of all races, ethnic groups and genders under normal circumstances without the use of mechanical aids.
- ***Standing:***  
The ability to stand for long periods.
- ***Pushing / Pulling:***  
To remove heavy objects and/or open heavy jail doors.
- ***Reaching:***  
Ability to reach from side to side along a workstation, rapidly, while managing separate computer systems.

Due to the nature of this position, an employee may be subject to all types of body positions to varying degrees while performing the duties of the said position

If interested in applying please contact Lea Elsbury at [lelsbury@co.blanco.tx.us](mailto:lelsbury@co.blanco.tx.us)