

Telecommunicator Qualifications (job postings found on www.abilenetx.com)

An applicant must meet the following criteria to be eligible for a TCOLE Telecommunicator License:

- Age: Must be at least 18 years of age by date of commission
- Has graduated from high school or completed G.E.D. test
- Is fingerprinted and subjected to a search of local, state and U.S. national records and fingerprint files to disclose any criminal record
- Has never been on court-ordered community supervision or probation for any criminal offense above the grade of Class B misdemeanor
- Is not currently charged with any criminal offense for which conviction would be a bar to licensure
- Has never been convicted or placed on community supervision in any court of an offense involving family violence as defined under Chapter 71, Texas Family Code
- Has been subjected to a background investigation
- Has been examined by a physician, who is licensed by the Texas Medical Board
- Has never received a dishonorable or other discharge based on misconduct which bars future military service
- Has not had a commission license denied by final order or revoked
- Is not currently on suspension, or does not have a surrender of license currently in effect
- Meets the minimum training standards and passes the commission licensing examination
- Is a U.S. citizen

Additional Department Qualifications

Telecommunicator applicants must also meet the following department standards:

Knowledge of:

English usage: spelling, vocabulary, grammar, and punctuation.

Basic mathematic principles.

Procedures, principles, and policies of police/fire and City organization.

Skill to:

Operate a variety of communications equipment including telephone, TDD, and two-way radio.

Operate modern office equipment including computer equipment.

Type at a speed of 40 words per minute.

Ability to:

Learn the geographic features and streets within the area served.

Understand and follow oral and written instructions.

Maintain confidentiality of information.

Perform accurate and organized computations and tabulations.

Give emergency medical procedures by way of telephone, including CPR, using Emergency Medical Dispatch procedures with computer software or flip-charts.

Deal with City employees and the public tactfully and courteously.

Work under pressure, exercise good judgment, and make sound decisions in emergency situations, which includes irate and upset citizens.

Communicate clearly and concisely, both orally and in writing.

Work varying and extended hour shifts.

Sit or stand for extended period of time.

Monitor and utilize multiple computer programs and radio talk groups.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.