



## **Communications Officer**

**Salary Range 18: \$39,250 – \$54,954**

**Hourly: \$18.87 - \$26.42**

### **Job Summary:**

Under general supervision, uses independent judgment and knowledge to provide emergency and non-emergency level communication responses to citizens requesting a variety of services. Provides communication support to field units through a two-way radio network, telephone, and computer terminal to ensure City services are met with efficiency and safety of field personnel. Thoroughly interviews callers to obtain the vital and necessary information to ensure prompt and appropriate responses in particular situations. Documents accurate and complete reports of incidents.

### **Minimum Qualifications**

- High School Diploma or equivalent is required.
- One (1) year experience in emergency communications or call center industry desired.
- Must possess a valid State of Texas Driver's License in good standing.
- Must pass pre-employment testing and a background investigation.
- Must be able to obtain TCOLE certification as a Tele-communicator within one (1) year of hire and TCIC/NCIC certification within six (6) months of hire.
- Technical ability to operate 9-1-1 communications equipment, computers, related equipment, hardware, and software applicable to the position.
- Ability to quickly and accurately obtain appropriate information from callers.
- Proficient and effective oral communication skills with a clear and understandable voice.
- Basic computer skills required.
- Operate base radio and maintain contact with police, fire, ambulance, and City service units.

### **Essential Job Functions and Duties**

- Operate base radio and maintain contact with police, fire, ambulance, and City service units.
- Receive telephone calls from the public and transmit messages to mobile units for action.
- Log information received from various sources.
- Monitor activities of other agencies including police, fire, and civil defense activities.
- Type reports and cards for information files.
- File data and perform other routine work.
- Incumbents are expected to show good judgment within established guidelines.
- Listening to an officer, fire, and EMS radio traffic and assuring their safety.
- Answer 911 calls and obtain the proper information for first responders to arrive safely.
- Answering all incoming phone calls to the PD including records, courts, and CID, and transferring the calls to the appropriate personnel.
- Enter all calls for service as well as all officer-initiated activity into the computer-aided dispatch system.
- Running DL checks, wanted persons, license plates, insurance information, criminal history information, as well as entering warrants, a missing person, runaway subjects, and any stolen property from the city into NCIC/TCIC.
- Greet the public that enters the Police department lobby and takes care of any questions or concerns they have.
- Process paperwork for jail, use two-way communication and monitor detainees via video.
- Other duties assigned.

**To Apply**

1. Download the City of Ennis application online at:  
<https://www.ennistx.gov/departments/HumanResources/jobs>
2. Submit the completed application to Human Resources at 107 North Sherman Street, Ennis, TX 75119.
3. Completed applications may be e-mailed to [humanresources@ennistx.gov](mailto:humanresources@ennistx.gov) or faxed to (972) 875-2301.

**POSITION IS OPEN UNTIL FILLED**

**AN EQUAL OPPORTUNITY EMPLOYER AND DRUG FREE WORKPLACE**