

# 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. **Successful completion (180) one hundred eighty days probationary period**
7. **Freedom from hearing or speech defects**
8. **Ability to read and write the English language**
9. **Ability to respond to pages, telephones, two-way radios, and other auditory stimulation**
10. **Ability to remain calm under stress**
11. **Ability to become TCOLE certified as a Telecommunications Operator certified as a 9-1-1 operator through the Potter-Randall Emergency Communications District**
12. **Ability to endure long periods of sitting**
13. **Ability to evaluate and interpret information and make independent decisions**
14. **Ability to do multiple tasks simultaneously**
15. **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**

-over-

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
6. Functions as communications link in event of natural disaster, civil disturbances 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 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