



## EMPLOYMENT OPPORTUNITY

The City of Rockport's Public Safety Center is accepting applications for a **Communications Officer**. This position is responsible for answering emergency and non-emergency calls and for dispatching appropriate personnel. Operates an intelligent workstation consisting of computer aided dispatch, integrated radio and telephony technology, GIS mapping technology and other related communications equipment to ensure the timely and effective dispatching of emergency and support services. Fields emergency, non-emergency and administrative calls; priorities calls and makes determinations of response requirements. Dispatches police, fire, rescue and other resources.

Must have a High School diploma or equivalent. Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years. Possession of or ability to readily obtain NCIC/TCIC certification. Possession of or ability to readily obtain TLETS/NLETS certification. Possession of or ability to readily obtain a TCOLE Basic Telecommunicator certification.

Salary range is \$16.45 to \$24.77 per hour, plus benefits. Employment applications may be obtained from Rockport Service Center, 2751 S.H. 35 Bypass, between the hours of 8:00 a.m. and 4:00 p.m. or online at [www.cityofrockport.com](http://www.cityofrockport.com). A negative pre-employment drug test and pre-employment physical are required as part of the City of Rockport employment process. The City of Rockport is an EOE/ADA employer. Position open until filled.



## **Communications Officer**

Communications Center

COM/4  
Grade: 12

### **JOB SUMMARY**

This position is responsible for answering emergency and non-emergency calls and for dispatching appropriate personnel.

### **MAJOR DUTIES**

- Operates an intelligent workstation consisting of computer aided dispatch, integrated radio and telephony technology, GIS mapping technology and other related communications equipment to ensure the timely and effective dispatching of emergency and support services.
- Fields emergency, non-emergency and administrative calls; priorities calls and makes determinations of response requirements.
- Dispatches police, fire, rescue and other resources.
- Receives and transmits radio and telephone communications to and from units operating in the field.
- Monitors public service radio frequencies; remains informed of the location of field personnel.
- Completes regular and special reports and maintains files, logs and records.
- Inspects equipment for proper operation and reports malfunctions to supervisor.
- Completes required training.
- Performs related duties.

### **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of emergency communications principles and practices.
- Knowledge of NCIC/TCIC policies and procedures.
- Knowledge of emergency dispatch procedures.

- Knowledge of radio and telecommunications equipment.
- Knowledge of CAD system functions and maintenance.
- Skill in the use of computers and job-related software programs.
- Skill in planning, organizing, analyzing, decision making, and problem solving.
- Skill in making decisions in high pressure and emergency situations.
- Skill in public relations.
- Skill in interpersonal relations.
- Skill in oral and written communication.

## SUPERVISORY CONTROLS

The supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## GUIDELINES

Guidelines include NCIC/TCIC guidelines, department policies and procedures, and relevant federal and state laws. These are generally clear and specific, but may require some interpretation in application.

## COMPLEXITY / SCOPE OF WORK

- The work consists of related emergency communications duties. The necessity of responding to unforeseen and emergency situations contributes to the complexity of the work.
- The purpose of this position is to participate in the operations of the Communications Center. Successful performance helps ensure the effectiveness of center operations and contributes to the efficient and effective response to emergency and life-threatening situations.

## CONTACTS

- Contacts are typically with department personnel, representatives of emergency services agencies, representatives of other local governments, vendors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, provide services, and motivate persons.

## PHYSICAL DEMANDS / WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects. The employee must distinguish between sounds and colors.
- The work is typically performed in an office.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain NCIC/TCIC certification.
- Possession of or ability to readily obtain TLETS/NLETS certification.
- Possession of or ability to readily obtain a TCOLE Basic Telecommunicator certification.

**CITY OF  
ROCKPORT**

622 East Market  
Rockport, Texas 78382  
361-729-2213  
www.cityofrockport.com



**EMPLOYMENT APPLICATION**

The City of Rockport does not discriminate on the basis of race, color, national origin, sex, religion, age, mental or physical disabilities, veteran/reserve/national guard or any other similarly protected status in employment or the provision of services. We comply with all applicable laws governing employment practices and do not discriminate on the basis of any unlawful criteria.

**Please Print**

POSITION APPLIED FOR \_\_\_\_\_

NAME \_\_\_\_\_ TELEPHONE \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY, STATE, ZIP \_\_\_\_\_

ARE YOU UNDER 18?  YES  NO IF YES, GIVE BIRTH DATE \_\_\_\_\_

ARE YOU CURRENTLY EMPLOYED?  YES  NO IF YES, MAY WE CONTACT YOUR PRESENT EMPLOYER?  YES  NO IF NO, PLEASE EXPLAIN \_\_\_\_\_

HAVE YOU PREVIOUSLY WORKED FOR THE CITY?  YES  NO IF YES, WHAT DEPARTMENT? \_\_\_\_\_

ON WHAT DATE WOULD YOU BE AVAILABLE FOR WORK? \_\_\_\_\_

**OTHER THAN MINOR TRAFFIC OFFENSES, HAVE YOU EVER BEEN CONVICTED OF A CRIME (MISDEMEANOR OR FELONY) OR RECEIVED A PROBATED SENTENCE (INCLUDING DEFERRED ADJUDICATION) FOR AN ALLEGED CRIME, BEEN ASSIGNED A PROBATION OFFICER, OR PLEADED NOLO CONTENDERE TO AN ALLEGED CRIME? (A "YES" RESPONSE WILL NOT NECESSARILY DISQUALIFY AN APPLICANT FROM EMPLOYMENT.)**  YES  NO IF YES, PLEASE EXPLAIN \_\_\_\_\_

**EDUCATION**  
(Transcripts may be required for verification of education)

SCHOOL	NAME AND LOCATION	MONTH/YEAR ATTENDED	GRADUATE	DIPLOMA OR DEGREE
HIGH SCHOOL		FM:	YES	GED:
		TO:	NO	
TECHNICAL SCHOOL		FM:	YES	
		TO:	NO	
COLLEGE/ UNIVERSITY		FM:	YES	
		TO:	NO	
GRADUATE SCHOOL		FM:	YES	
		TO:	NO	

**LICENSES, REGISTRATIONS OR CERTIFICATIONS:**

NAME OF TRADE OR PROFESSION \_\_\_\_\_

**SPECIAL SKILLS AND QUALIFICATIONS.** Please list any training, experience or hobbies related to your ability to perform the job. \_\_\_\_\_

**INDICATE ANY LANGUAGES YOU SPEAK, WRITE AND/OR READ**

\_\_\_\_\_ (Fluently) (Good) (Fair)

**ARE YOU ABLE TO PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB FOR WHICH YOU ARE APPLYING, WITH OR WITHOUT REASONABLE ACCOMMODATIONS?**  YES  NO

If a reasonable accommodation(s) would be required for you to perform the essential functions of the job, describe any accommodations(s) required. \_\_\_\_\_

**EMPLOYMENT EXPERIENCE**

List most recent jobs first. Include job-related military service. If gap in employment, please explain.

EMPLOYER \_\_\_\_\_

SUPERVISOR \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
ADDRESS \_\_\_\_\_

JOB TITLE \_\_\_\_\_ FROM \_\_\_\_\_ TO \_\_\_\_\_

SALARY  HOUR  WEEK  MONTH  START \_\_\_\_\_ TO \_\_\_\_\_

REASON FOR LEAVING  RESIGNED  DISCHARGED  LAY-OFF  OTHER

EXPLAIN REASON FOR LEAVING \_\_\_\_\_

DESCRIBE YOUR DUTIES \_\_\_\_\_

**EMPLOYMENT EXPERIENCE**

EMPLOYER \_\_\_\_\_

SUPERVISOR \_\_\_\_\_ TELEPHONE \_\_\_\_\_

ADDRESS \_\_\_\_\_

JOB TITLE \_\_\_\_\_ FROM \_\_\_\_\_ TO \_\_\_\_\_

SALARY  HOUR  WEEK  MONTH  START \_\_\_\_\_ TO \_\_\_\_\_

REASON FOR LEAVING  RESIGNED  DISCHARGED  LAY-OFF  OTHER

EXPLAIN REASON FOR LEAVING \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DESCRIBE YOUR DUTIES \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**EMPLOYMENT EXPERIENCE**

EMPLOYER \_\_\_\_\_

SUPERVISOR \_\_\_\_\_ TELEPHONE \_\_\_\_\_

ADDRESS \_\_\_\_\_

JOB TITLE \_\_\_\_\_ FROM \_\_\_\_\_ TO \_\_\_\_\_

SALARY  HOUR  WEEK  MONTH  START \_\_\_\_\_ TO \_\_\_\_\_

REASON FOR LEAVING  RESIGNED  DISCHARGED  LAY-OFF  OTHER

EXPLAIN REASON FOR LEAVING \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DESCRIBE YOUR DUTIES \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**REFERENCES**

Please list the names, addresses and telephone numbers of three (3) people NOT related to you and NOT previous employers.

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Name	Address	Telephone
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Name	Address	Telephone
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Name	Address	Telephone
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**APPLICANT'S STATEMENT**

I certify that answers given herein are true and complete to the bests of my knowledge.

I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision.

I understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with the City of Rockport is of an "at will" nature, which means that I may resign at any time and the City may discharge me at any time, with or without cause. I further understand that this "at will" employment relationship may not be changed by any written document or by conduct unless such change is specifically adopted by the City Council of the City of Rockport.

If employed, I understand that false or misleading information given in this application or in interview(s) may result in discharge. I understand, also, that I will be required to abide by all rules and regulations of the City of Rockport.

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Signature of Applicant

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Date

**WAIVER OF CONFIDENTIALITY**

I hereby waive my right of confidentiality and both authorize and request that information pertaining to my criminal history (if any) and driving record be made available to the City of Rockport to whom I have made an application for employment.

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Signature of Applicant

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Date

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Texas Driver License Number

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Class of License

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Social Security Number

**RELEASE OF PREVIOUS EMPLOYMENT INFORMATION**

I hereby authorize and request any previous employer to release information to the City of Rockport regarding my previous employment.

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Signature of Applicant

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Date





### NOTICE TO APPLICANTS

The City of Rockport participates in the Employer New Hire Reporting Program. We report information concerning each new employee to the Texas State Directory of New Hires. This information includes a new employee's name, address, Social Security number, date of birth, salary information, and other personal and work information. This program assists the Office of the Attorney General in locating parents who owe child support and helps detect fraud in other public assistance programs such as welfare, unemployment compensation, and workers' compensation.

Are you related to any elected or appointed official or current employee of the City of Rockport?

Yes  No. If yes, list name(s): \_\_\_\_\_

[Relationships – Your: parent, spouse, child, father-in-law, mother-in-law, stepchild (any child of your spouse who is not your natural or adoptive child), brother, sister, grandparent, grandchild, spouse's grandparent or grandchild, great-grandparent, great-grandchild, aunt who is a sister of your parent, uncle who is the brother of your parent, nephew or niece who is the child of a brother or sister of your parent.]

Please sign below to indicate you have read this notice.

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Date