**9-1-1 Communications Supervisor Job Posting**

Starting pay range: $23.34-$24.47/hour; $48,550-$51,000/year

**BENEFITS & PERKS:**

* Certification/Education Pay as a monthly stipend available upon hire.
* Specialized Skills Pay: monthly stipends available up to $300/month/employee
* Longevity Pay after completion of three years of service.
* PTO (Paid Time Off): Accrued 6.81 hours per pay period
* 14 paid holidays observed per year
* FREE employee medical, dental and life insurance; vision insurance and dependent coverage available for monthly premium.
* Hill County is a member of Texas County & District Retirement System (TCDRS).
* 7% of your gross wages per pay period are contributed and matched 2 to 1 by the County
  + Vesting requirement is 8 years of continued service.

TO APPLY: Go to <https://www.co.hill.tx.us/page/hill.Sheriff> At the bottom of the page, download the

[**Hill County**](https://www.co.hill.tx.us/upload/page/7639/docs/TCOLE%20Personal%20History%20Statement.pdf)[**Sheriff's Application**](https://www.co.hill.tx.us/upload/page/7639/TCOLE%20Personal%20History%20Statement.pdf)  
(Click to Download)

The applicant must fill and deliver the completed PHS and all required documents (listed in application) to the HCSO located at 406 Hall Street, Hillsboro, TX.

PURPOSE:

The Communications Supervisor administers all County emergency and public safety communications activities through subordinate supervision. Successful performance of the work requires not only administrative, supervisory and planning abilities, but also skill in dealing with a variety of County departments and other agencies to provide dispatching and communications services and to coordinate various functional activities.

DUTIES & RESPONSIBILITIES:

* Plans, manages and reviews the work of assigned communications staff through subordinate supervision
* Schedules staff to provide coverage on a 24-hour, 7-day basis
* Participates in the selection of assigned staff
* Provides for the training of staff in work procedures
* Evaluates performance and provides for staff discipline as required
* Develops and implements goals, objectives, policies, procedures and work standards for the division.
* Provides input into improved office procedures and implements such procedures upon adoption
* Acts as division liaison and represents the division and the communications functions with meetings with other County departments and local, State and Federal agency representatives
* Operates emergency and non-emergency communication systems; receives requests for service by telephone; obtains and relays necessary information efficiently and accurately; gives callers direction and instruction as necessary.
* Operates numerous highly technical computer systems including the Computer Aided Dispatch (CAD); enters and retrieves information to and from various databases including TCIC/NCIC, Hill County computer systems, and a variety of local, regional, and state emergency response databases.
* Monitors state and national messages, requests, and transactions through TLETS/NLETS while ensuring compliance with Federal and State laws and department policies and procedures.
* Processes, forwards, and maintains records of information obtained or entered; maintains appropriate logs of services requested.
* Operates radio console consisting of numerous talk groups.
* Dispatches, monitors, and tracks multiple law enforcement, fire, and EMS agencies.
* Ensures radio operations are conducted in accordance with Federal Communications Commission (FCC) procedures and requirements.

MINIMUM QUALIFICATIONS:

* Must be at least 21 years of age at date of hire;
* High School Diploma or GED is required; some college is preferred.
* Texas Commission on Law Enforcement (TCOLE) Intermediate Telecommunicator license is required; Advanced license is preferred.
* Must possess, or have ability to obtain, Texas Driver’s License;
* Good driving record;
* Must be of good moral character;
* Must have the knowledge necessary to understand basic operational, technical, and office processes, to include being highly proficient with computer hardware and various software programs;
* Must pass a thorough background investigation to include an oral review board interview, psychological exam and drug test.

SPECIAL REQUIREMENTS/KNOWLEDGE, SKILLS & ABILITIES:

* A minimum of three (3) or more years working as a dispatcher, with progressive supervisory experience is required.
* Experience as a communications supervisor is preferred.
* Make independent judgments and adopt quick, effective, and responsible courses of action at any time;
* Prepare clear and comprehensive reports;
* Effectively represent the Sheriff’s Office in contacts with the public and other law enforcement agencies;
* Establish and maintain cooperative relationships with those contacted during the course of work;
* Possess and maintain a cooperative and positive attitude;
* Required to occasionally work overtime – may include weekends and evenings;
* Required to be bondable under the Sheriff’s Official Bond;
* Required to participate in continuing education courses.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Requires one or more of the following: prolonged sitting, standing, walking, running, ascending and descending of both interior and exterior stairs. Must be able to work varied days and shift schedules, to include weekends and holidays. Potential exposure to odors, fragrances and communicable diseases.

Frequently required to talk, hear, see, sit, stand, kneel, climb, feel, use fingers to handle and arms to reach and carry. Required to lift up to 15 pounds regularly and up to 50 pounds occasionally. Specific vision required by this position includes up close and distance.

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific divisional tasks.