



PARKER COUNTY FIRE ALARM

MANAGED BY PARKER COUNTY ESD 1
215 TRINITY STREET
WEATHERFORD, TX 76086

POSTING DATE: December 15, 2022

POSITION TITLE: Full-Time Fire Telecommunicator

EMPLOYMENT TYPE: Full-Time, Hourly

SHIFTS: 12 hours, 2184 hours/year

PAY: \$40,000.00 - \$49,955.00 per year (Higher starting salary with experience)

FULL-TIME BENEFITS:

- Health Insurance (Includes Dental and Vision) 100% employer coverage for INDIVIDUALS & FAMILY
- TCDRS Retirement, 7% employee contribution, 2:1 employer match, accrued TCDRS and TMRS service time applies toward vesting and retirement
- PTO: 120 hours annually
- Midnight shift differential pay
- Annual (10 year) step plan
- Longevity Pay

POSITION TITLE: Part-Time Fire Telecommunicator

EMPLOYMENT TYPE: Part-Time, Hourly

PAY: \$18.00 - \$22.48.00 per hour

SHIFTS: 4 to 16 hour shifts available / 24 hours minimum per month

PART-TIME BENEFITS:

- Midnight shift differential pay
- Annual step plan
- Flexible Schedule – Ability to choose shift day and time

THE DEADLINE FOR SUBMITTING APPLICATIONS IS: Open until filled

| | |
|------------------------------|--|
| Position Title: | Fire Telecommunicator |
| Division: | Communications |
| Immediate Supervisor: | Fire Communications Director |
| Work Site: | Public Safety Building |
| Schedule: | Varying, Position May Require Additional Hours |
| Positions Supervised: | None |

Parker County Emergency Services District 1, is an equal opportunity employer and hires without regard to race, color, gender, religion, national origin, ancestry, citizenship, disability, age, sexual orientation, or any other characteristic protected by law.

JOB SUMMARY

Telecommunicators provide communication and support to the general public in addition to fire departments and fire companies. Under the direction of a Supervisor, Telecommunicators must develop a rapid and accurate sense of call interpretation and decision making during stressful situations in order to process multiple calls. Telecommunicators provide exceptional customer service to the general public under stressful circumstances. In addition to taking calls, Telecommunicators are cross-trained as fire dispatchers. While dispatching, Telecommunicators provide calm and efficient service to fire departments throughout Parker County. Telecommunicators provide clear direction, responsive feedback and proactively find information pertinent to in-progress calls.

ESSENTIAL JOB FUNCTIONS

- A. Answer and prioritize emergency and non-emergency calls for service while simultaneously entering information into a computer system for dispatching purpose
- B. Operates a multi-line telephone
- C. Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- D. Dispatch fire companies as appropriate via radio transmissions
- E. Field requests from fire companies and multiple agencies
- F. Serve as a liaison between many different agencies, departments and the public to provide exceptional customer service
- G. Identify appropriate number and type of equipment or apparatus to dispatch
- H. Provides assistance to fire personnel by contacting other services as needed
- I. Assists co-workers when necessary
- J. Calms, negotiates and offers life-saving instructions to callers
- K. Attends mandatory trainings
- L. Adheres to the department's standard operating procedures, guidelines and other policies

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- A. The ability to work under stressful situations
- B. The ability to use judgment and decision-making skills to evaluate situations, establish priorities and resolve matters
- C. The ability to use logic and reasoning to effectively resolve issues
- D. The ability to deal effectively with people in a multi-cultural society under extremely stressful situations
- E. The ability to maintain confidentiality regarding sensitive information
- F. Excellent listening skills with the ability to multi-task
- G. The ability to remember numerous details and quickly re-call essential information
- H. Understanding of HIPAA laws
- I. A good understanding of privacy and confidentiality
- J. The ability to type 35 words per minute while conversing with callers
- K. The ability to speak and write in English clearly and coherently
- L. Availability to work shift-work encompassing a 24 hour day, seven-day week; inclusive of days, evenings, nights weekends and holidays
- M. Must be free from physical impairments that with or without accommodation would interrupt continuous performance of a shift lasting from eight to twelve hours
- N. Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to listen and respond to radio transmissions and voice instructions
- O. Ability to hear sounds within the normal range of conversation (phone conversations, co-workers, Supervisors, and radio traffic) and to hear in the presence of noise
- P. Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate control mechanisms such as radio knobs and other mechanisms requiring fine adjustments to position, to handle a variety of records and files, to type with speed and accuracy, and to operate standard office equipment, including a personal computer
- Q. Have a high school diploma or GED certificate
- R. Must be eighteen (18) years of age
- S. Successful completion of a background investigation including submission of fingerprints
- T. Upon hiring, the candidate must successfully complete a comprehensive paid training program. This will include in-depth on-the-job training
- U. Successful completion of the department's new-hire training program
- V. Successful completion of NIMS ICS 100, 200, 700, 800 within six (6) months of initial hire date unless such person already holds the approved certifications
- W. Successful completion of a department approved telecommunicator certification course within one year of initial hire date unless such person already holds the approved certification

WORK ENVIRONMENT

The Telecommunicator position is performed in the communications room. This position can be extremely stressful at times. There may be incidents when a telecommunicator will have to handle difficult callers, who are verbally abusive, incoherent, excited, intoxicated, or hysterical and use obscene language. Telecommunicators are required to remain professional and continue to assist these callers to the best of

their ability. The communications room highly emphasizes team work. It is a team environment where employees rely on each other to ensure we are providing the best customer service to the public and all agencies we service. Team work plays a major role in our efficiency, problem solving, communication, and support structure. The Telecommunicator position requires an understanding of confidentiality. On a daily basis a telecommunicator is exposed to highly confidential, personal and medical information and must not disclose this information to outside sources. PCFA is committed to maintaining the trust of the public by complying with HIPAA laws and keeping sensitive information confidential. This is a 24 hour 7 day a week facility. We do not close and are fully staffed on all holidays. Telecommunicators are required to be available to work all shifts which include weekends and holidays. Shifts range from eight to twelve hours. Due to the nature of public safety work, telecommunicators may be required to work extended hours.

PHYSICAL AND MENTAL DEMANDS

- A. Light lifting, carrying and pushing objects weighing up to 15 pounds
- B. Dexterity of hands and fingers to operate standard office equipment, including a computer key board
- C. The ability to sit or stand for extended periods of time
- D. The ability to look at a computer screen for long periods of time
- E. Must demonstrate continuous level of mental and emotional stability

HOW TO APPLY

Application can be turned in at the Parker County Emergency Services District, No. 1, 315 Morrow Road, Springtown, Texas, during business hours Monday-Friday between the hours of 8am-12pm and 1pm-5pm or the Parker County Office of Emergency Services, 215 Trinity Street, Weatherford, Texas. Should you have any questions or need any further assistance, please contact Parker County Fire Alarm at parkercountyfirealarm@pcesd1.com.

REQUIREMENTS

- Applicants must be of good moral character
- Must be 18 years of age
- Have a high school diploma or GED certificate
- No felony convictions or any convictions of moral turpitude
- Clean driving background
- Must pass a computer-administered skills and abilities test with a score of 75% or higher
- Additional Certifications and education may be required
- Post-offer drug screening

DISQUALIFIERS

- Having been on or currently on court-ordered supervision or probation for any felony;
- Having been convicted of a felony;

- Having been on or currently on court-ordered supervision or probation for any criminal offense of the grade of Class B misdemeanor or above in the last ten (10) years;
- Having been convicted of any criminal offense of the grade of Class B misdemeanor or above in the last ten (10) years;
- Having been convicted of a family violence offense;
- Currently being under indictment;
- Being prohibited by state or federal law from operating a motor vehicle;
- Being prohibited by state or federal law from possessing firearms or ammunition;
- Having had a driver's license suspension for habitual violator in the last five years;
- Having been convicted of four (4) or more hazardous traffic violations within twelve (12) months preceding date of application;
- Having been convicted of seven (7) or more hazardous traffic violations within twenty-four (24) months preceding date of application;
- Currently being on probation for any traffic offense; or
- Having been convicted of the misdemeanor offense of DWI, indecent exposure or delivery of any amount of marijuana with or without remuneration.

ADDITIONAL DOCUMENTS NEEDED

Any certificates pertinent to Emergency Services or the position.



PARKER COUNTY FIRE ALARM

MANAGED BY PARKER COUNTY ESD 1
215 TRINITY STREET
WEATHERFORD, TX 76086

Dear Applicant,

Thank you for your interest in the Parker County Fire Alarm Office.

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****IN ORDER FOR YOUR APPLICATION TO BE PROCESSED, PLEASE COMPLETE THE APPLICATION FORM IN ITS ENTIRETY LEAVING NO BLANK SPACES. IF A SPACE IS NOT PERTINENT TO YOU, PLEASE SIMPLY WRITE IN "N/A". ****

Thank you,

April Baldwin
Fire Communications Director
Parker County Fire Alarm



PARKER COUNTY EMERGENCY SERVICES DISTRICT, No.1

**PARKER COUNTY FIRE ALARM OFFICE
FIRE TELECOMMUNICATOR APPLICATION**

APPLICATION FOR EMPLOYMENT

Legal Name: _____

Address: _____

City: _____ State: _____ Zip: _____ Apt: _____

Email Address: _____

Phone Numbers:

Home: () _____

Cell: () _____

Date of Birth: _____ Social Security Number: _____

Driver's License Number: _____ State: _____ Class: _____

Are you a citizen of the United States? Yes or No

If no, are you authorized to work in the U.S.? Yes or No

Are you interested in full time or part time employment? _____

If you are interested in part time employment, what is your availability?

Have you ever worked or volunteered for Parker County ESD 1? Yes or No

If yes, when? _____

Have you ever been convicted of a felony? Yes or No

If yes, please explain: _____

Are you related to any Parker County ESD 1 employee? Yes or No

If yes, list name and relationship: _____

EDUCATION

HIGH SCHOOL

Name of High School: _____

City and State: _____

Did you graduate? Yes or No If yes, what year? _____

If applicable, GED? Yes or No If yes, what year? _____

COLLEGE

Did you attend College? Yes or No

If yes, please complete the following:

Name of College: _____

City and State: _____

Did you Graduate? Yes or No If yes, what year? _____

Degree received: _____

Major: _____

Name of College: _____

City and State: _____

Did you Graduate? Yes or No If yes, what year? _____

Degree received: _____

Major: _____

OTHER SCHOOL: *(Technical, trade, certificate, etc.)*

Name of school: _____

City and State: _____

Did you graduate? Yes or No

If yes, please list any degrees, licenses, certifications, etc. relevant to the position: _____

SKILLS

Typing Speed: _____

CPR Certification? Yes or No

EMS Certification(s): _____

Fire Certification(s): _____

LE Certification(s) : _____

Communication Certification(s): _____

****** PLEASE ATTACH ANY AND ALL CERTIFICATIONS MENTIONED ******

Please list any other technical, clerical, trade skills etc. relevant to the position:

PERSONAL REFERENCES

Minimum of three persons not related to you that you have known for at least two years.

First Reference: _____

Phone: () _____

Address: _____

City: _____ State: _____

Years you have known this person and how? _____

Second Reference: _____

Phone: () _____

Address: _____

City: _____ State: _____

Years you have known this person and how? _____

Third Reference: _____

Phone: () _____

Address: _____

City: _____ State: _____

Years you have known this person and how? _____

Fourth Reference: _____

Phone: () _____

Address: _____

City: _____ State: _____

Years you have known this person and how? _____

EMPLOYMENT HISTORY

Please List for the last 5 years

Circle appropriate job description(s): Full Part Time Temporary

Employer: _____

Address: _____

City: _____ State: _____

Phone Number: () _____

Employment began: _____ Ended: _____ Total Time: _____

Title: _____

Duties/Responsibilities: _____

Time in position: _____

Did you receive performance evaluations with this company? Yes or No

Did you ever receive any type of discipline? Yes or No If yes, please explain:

May we contact your employer? Yes or No

Name of final Supervisor: _____

Are you eligible for re-hire? Yes or No

Reason for Leaving: _____

Investigator's Notes: _____

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If you need additional employment history pages, please copy this page and attach it to your application.

MILITARY EXPERIENCE

Branch of Service: _____

Type of Discharge: _____

Rank: _____ Rate: _____

Service Dates: _____

Duty Station: _____

Job Description: _____

Ribbons, Medals and Commendations: _____

Special Training: _____

VOLUNTEER SERVICE

List Volunteer Services and Contact Information for that organization, along with position/office held for each and years with that service:

Awards and Honors: _____

BACKGROUND CHECK

PLEASE READ CAREFULLY AND SIGN THAT YOU UNDERSTAND AND ACCEPT THIS INFORMATION.

I certify that the information on this application and its supporting documents is accurate and complete. I understand and agree that failure to fully complete the form, or misrepresentation or omission of facts, represents grounds for elimination from consideration for employment, or termination after employment if discovered at a later date. I authorize Parker County Emergency Services District, No. 1 to investigate, without liability, all statements contained in this application and supporting materials. I authorize references and former employers, without liability, to make full response to any inquiries in connection with this application for employment. If requested, I agree to submit to a physical exam, criminal and credit background investigation, and/or screening for illegal substances upon conditional offer of employment. I understand that this document is NOT an offer of employment, and that an offer of employment, if tendered, does NOT constitute a contract for continued guaranteed employment. I understand that staff employees of Parker County serve at-will, and the employment relationship may be terminated at any time by either party, for any or no reason, other than a reason prohibited by law. If employed, I will be required to furnish proof of eligibility to work in the United States, and to comply with company and departmental policies and regulations.

Applicants Printed Name: _____

Address: _____

Telephone Number: _____

Applicant's Notorized Signature: _____

Sworn to and signed before me, on this the ____ day of _____, 20__ in and for Parker County ESD 1, in the state of Texas.

Signature of Notary Public: _____

Printed Name of Notary Public: _____

My Commission Expires: _____

NOTARY SEAL