

COME JOIN THE WCPSCC TEAM!



The Walker County Public Safety Communications Center, the Primary PSAP and Combined Dispatch Center for Walker County, is currently seeking experienced licensed Public Safety Telecommunicators to keep pace with our growing community. If you are committed to public service, professionalism, are self-motivated, enjoy challenges, and are looking for a rewarding and meaningful career then the Walker County Public Safety Communications Center is the place for you. Please take this time to see what we have to offer you.

Applicants interested in career opportunities as a Public Safety Telecommunicator should contact the Walker County Public Safety Communications Center Director at 936.435.8011 or view our web page at

<https://www.co.walker.tx.us/departments/division.php?structureid=63>

OVERVIEW

The Walker County Public Safety Communications Center is a "Consolidated" Communications Center for all of Walker County. This means that WCPSCC is the primary 9-1-1 Public Safety Answering Point for all citizens and visitors in Walker County and also provides emergency communications services to some 23+ Public Safety agencies within Walker County with the exception of the Sam Houston State University Police Department. This includes:

Huntsville PD

Walker Co. SO

DPS THP and CVE units assigned to Walker County

Walker County EMS

4 Constable Offices

5 Fire Departments

Numerous other local, states, and federal agencies

As well as after hours contact for the City of Huntsville Public Works Dept.

WCPSCC uses a Next Generation 9-1-1 system which allows Telecommunicators to immediately identify the caller's location. Dispatch personnel use a multi-jurisdictional, multi-discipline Computer Aided Dispatch system to view and document unit's activities and location while communicating electronically via MDCs.

Telecommunicators use an integrated regional 700MHz digital trunked radio system as well as conventional VHF system to communicate with all agencies throughout the Texas Wide Area Radio Network system area. The system allows the Public Safety Telecommunicator command and control of up to 10 Primary talkgroups/channels, 7 Secondary talkgroups/channels and a myriad of interoperability talkgroup/channels.

All Public Safety Telecommunicators are trained in Law Enforcement, Fire, and Advanced Emergency Medical Dispatch (EMD)/EMS call taking. Use of the EMD system enables telecommunicators to provide lifesaving pre-arrival instructions with the aid of the International Academies of Emergency Dispatch protocols. PSTs also dispatch multiple disciplines (Law/Fire/EMS) simultaneously and provide call management throughout the duration of various priority incidents. WCPSCC call volumes fluctuate throughout the year but typically the center answers approximately 40,000 9-1-1 calls with a total of over 145,000 phone calls while managing over 100,000 incidents.

QUALIFICATIONS / REQUIREMENTS

Licensed TCOLE Telecommunicator

No Misdemeanor B or above convictions within 10 years or currently under indictment.
Must be able to work a variety of shifts, as assigned, including nights, holidays, weekends and overtime.

2 year of previous Law, Fire, and/or EMS dispatch experience preferred..

Strong computer skills using multiple Windows based programs and data entry or word processing programs.

Possess strong communications skills to include: Strong active-listening skills, multi-tasking, ability to function effectively under stress while handling several tasks simultaneously.

1 year experience in a Customer Service environment preferred.

Knowledge of telephone skills as related to multi-function, multi-line telephone systems.

Successful completion of the CritiCall™ Personnel Selection Software Test.

Pass thorough background investigation including FBI fingerprint check.

Pass medical, psychological and hearing examination, if applicable.

Must meet TCOLE licensing requirements

PERMANENT DISQUALIFIERS

Conviction or deferred adjudication of a Felony Offense

Conviction of any Family Violence offense

Conviction or deferred adjudication of Misdemeanor A or B offenses

TEMPORARY DISQUALIFIERS

Open arrest or current Indictment for any criminal offense

Conviction or Deferred Adjudication of Misdemeanor B offense within 10 years

Must possess a valid driver's license

Unfavorable driving history

Unstable or Unfavorable work history

WCPSCC CritiCall™ Performance Standard

The following table contains the minimum performance need for core modules to successfully complete the CritiCall™ Personnel Selection Test

<u>Module</u>	<u>Min. Score</u>	<u>Module</u>	<u>Min. Score</u>
Keyboarding	32 WPM	Memory Recall –Numeric	70%
Data Entry	3500 KPH	Map Reading	67%
Data Entry (Audio)	2478 KPH	Spelling	67%
Call Summarization	68%	Sentence Clarity	65%
Memory Recall (Audio)	10%	Reading Comprehension	58%
Overall Non-Data Entry	72%	Overall Data Entry	3100 KPH

TRAINING

For experienced Licensed Telecommunicators, WCPSCC's initial training program is approximately 20 weeks followed by a 6 month probationary period. OJT may be shortened depending on performance. Initial Training Program Phases are:

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|---|---------|
| 1. Administrative / Orientation | |
| 2. CAD / Telephone Systems / Call-Taking (Law/Fire/EMS) | 8 weeks |
| 4. TLETS (Texas Law Enforcement Telecommunications Systems) | 4 weeks |
| 5. Call Taker Ghost (Independent Observation) | 1 week |
| 6. Independent Call Taking | 1 week |
| 7. Field Agency Ride Outs (Law/Fire/EMS) | 1 week |
| 8. Radio (Law/Fire/EMS) | 4 weeks |
| 9. Ghost Phase (Independent Observation) | 1 week |

WCPSCC's initial training is designed to give Telecommunicators exposure to as many of the varied situations possible in each training phase under controlled circumstances, to ensure performance is at an acceptable level with maximum comprehension and retention. During initial training your schedule will vary with that of your training officers' schedule so flexibility is required. Throughout training, CTOs will provide verbal and written feedback to ensure the trainee is aware of their performance in relation to standards, expectations, and goals. Telecommunicator's performance and knowledge while in training will be tested during each phase by use of multiple scenarios and written exams. Trainees must consistently score 80% or better on all exams. At the end of training the trainee will be monitored to ensure that they are able to perform independently and cohesively as a team. In addition to initial training Telecommunicators will also receive training in:

- *AHA Basic Life Support CPR
- *IAED EMD
- *NCMEC PSAP Best Practices in Missing and Abducted Children
- *TDD/TTY for Telecommunicators
- *ICS 100 / 700
- ICS 200
- TCIC/TLETS Full Access Operator
- *Fire Service Dispatch

**Courses completed before completion of initial training program.*

AFTER INITIAL TRAINING

Upon completion of training the Probationary Public Safety Telecommunicator will continue to gain working experience and hone their knowledge and skills while being mentored by a Communications Specialist and/or Supervisor. PPSTs will be released to work 1 of 3 shifts (Days, Evening, Nights) based on need or shift selection. Shift selection is based on seniority but telecommunicators may not work the same shift more than twice in one year, giving you the benefit of obtaining experience on all shifts. Shift change occurs 3 times a year during Fall, Spring and Summer. This gives employees the opportunity to attend college courses. During the 6 month probationary period the PPST will work as a part of a 2 to 4 person shift based on call / incident volume. Typical shifts are two 8s and two 12s or four 10s with both having 3 days off. WCPSCC offers paid overtime opportunities due to staff training, additional staffing requirements for events or incidents, and staff meetings.

Additional training opportunities will be available locally through continuing education, hosted classes, staff in-service as well as classes away from Huntsville. Attendance during all training is compensated. Mileage for training away from Walker County is reimbursed at the county approved IRS rate. The WCPSCC Training Program continues to ensure all Telecommunicators improve their knowledge by completing courses such as:

- Law Enforcement Dispatch
- 9-1-1 Liability for Telecommunicators
- Fire Dispatch
- Stress Management
- Domestic Violence
- Sexual Assault
- Suicidal Callers
- Active Shooter Response for Telecommunicator
- Crisis Negotiations

WCPSCC also offers several professional development courses such as:

- Spanish for Telecommunicators
- Homeland Security topics
- Communications Training Officer
- Quality Improvement Specialist
- DPS Associate TCIC/TLETS Trainer
- TCOLE Basic Instructor

There will be ample opportunity to progress to Intermediate, Advanced and Master Proficiency Certifications

BENEFITS

WCPSCC Salary Scale FY 25-26

Position	Minimum	Market	Maximum
PST – Trainee	\$47,201	N/A	N/A
Public Safety Telecommunicator	\$48,701	\$55,370	\$69,293
Public Safety Telecommunicator II	\$49,471	\$58,047	\$72,666
Communications Specialist	\$51,853	\$60,858	\$76,209
Communications Supervisor	\$56,980	\$66,909	\$83,833

Compensation

Biweekly payroll

Paid Overtime

Longevity Pay after 5 years

Communication Training Officer Compensation Pay

Holiday Pay at 1.66 or 2x per shift

Step Pay Plan beginning after probation period

Retirement

TCDRS retirement (7% deducted with 210% matching)

457 deferred compensation plan available

Health Insurance

Texas Blue Cross Blue Shield employee insurance at no cost to employee

Dental and Vision Plans available

Additional Insurance and Flex Spending for Health and Dependent Coverage available

Paid Leave

Sick Leave: Accrue up to 96 hrs a year

Vacation Leave: Accrue up to 80 hrs a year

Holiday Leave: Accrue up to 15 days per year

Emergency Leave: 3 days per year

Employees who are members of military and or local fire departments also receive paid leave time for their service.

Military Leave: 15 days per year

Fire Training: 5 days per year