

CITY OF MARSHALL  
Human Resources Division  
401 S Alamo  
Marshall, TX 75670

(903) 935-4425 Office  
(903) 935-4429 Fax  
(903) 935-4454 Job Line  
[www.marshalltexas.net](http://www.marshalltexas.net)

**EMPLOYMENT OPPORTUNITY ANNOUNCEMENT**

**JOB TITLE:** COMMUNICATION SPECIALIST / 911 OPERATOR

**JOB NUMBER:** 201811

**DEPARTMENT /  
DIVISION:** POLICE / SPECIAL SERVICES

**EXAMPLES  
OF DUTIES:** Respond to calls regarding emergency and non-emergency situations requiring police and/or fire assistance and dispatch appropriate public safety units as needed. Rapidly process information received from callers and communicate effectively to officers in the field via police radio. Accurately track the status of police units, maintain communication to ensure safety, and anticipate need for assistance. Provide basic first-aid and pre-arrival instructions to callers who need assistance. Operate law enforcement telecommunications system to interface with state and national databases, computer aided dispatch, and local records management systems. Receive and record all calls for service, refer calls to other agencies or city departments as needed, monitor other law enforcement frequencies, security/fire alarms, and in-house security system. Prepare daily activity reports and maintain various files. Attend various training and public safety classes. Perform related duties as assigned or required.

**MINIMUM  
QUALIFICATIONS  
AND EXPERIENCE:** High school diploma or equivalent. Minimum one year clerical and computer experience. Must be able to work rotating shifts including nights and weekends. Requires excellent communication skills including the ability to speak in a clear and well-modulated voice under stressful conditions. Must be able to condense large amounts of information and quickly and accurately convey to public safety personnel and the general public. Requires ability to remain calm, convey reassurance, and maintain composure while talking to callers who may be hysterical, incoherent, difficult, or verbally abusive. Must be able to handle multiple tasks simultaneously and work closely with others as part of a team. Must successfully complete telecommunications training courses and meet requirements for TCOLE Telecommunications certification within one year of employment. Previous law enforcement communications experience and certification preferred. **Skills and typing test required: 35 net words per minute.**

**SALARY  
INFORMATION:** \$14.35 per hour starting salary  
(\$14.78 per hour with TCOLE Telecommunications certification)

**CONTACT  
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**ADDITIONAL  
INFORMATION:** Must pass a medical examination and drug screening test as authorized by law.

**DATE POSTED:** December 10, 2018

**LAST DAY TO APPLY:** Open until filled

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The City of Marshall is an Equal Employment Opportunity Employer  
promoting a Drug-Free work environment.