

**Fort Bend County Sheriff's Office
Pre-Application**

Applications are accepted only for job titles for which recruitment is currently being conducted.

Entry-level position and minimum qualifications for TCO I are listed on the reverse side of this form.

***TELECOMMUNICATIONS OFFICER I (Job# 2022-4812)
(Shift Work)***

If applying for above position, Critical test must be completed at Fort Bend County Sheriff's Office HR located at 1521 Eugene Heimann Circle, Ste. 144, Richmond, Texas 77469

Date of Test: _____ KPH: _____ Accuracy: _____

Name: _____
Last First Middle

Address: _____
Address City State Zip

Email Address: _____

Home #: _____ Cell#: _____ Work #: _____

Driver's License Number: _____ State: _____ PID#: _____

Social Security Number: _____ Today's Date: _____

Referred By: _____

Fort Bend County is an Equal Opportunity Employer committed to non-discrimination in employment on any basis including race, color, age, sex, religion, disability or national origin.

Texas is an "Employment At-Will" state and as an employee of Fort Bend County, you have the right to terminate your employment at any time. Fort Bend County retains the right to terminate your employment at any time, with or without notice, for any legal reason or no reason. The County also retains the right to change any terms, conditions, benefits, or privileges of employment at any time without notice. No employment contract, either expressed or implied, shall exist between the County and any employee for duration, either specified or non-specified.

Long Form Application Return Date: _____

MINIMUM REQUIREMENTS FOR ENTRY LEVEL POSITIONS

Telecommunications Officer I

- Must be a U.S. Citizen
- 18 yrs. of age or older
- With High School diploma or GED
- Must pass Critical test with a minimum data entry score of 3014 KPH; must pass Nelson Denny test
- With valid TX DL
- With one year full time work related experience
- Must complete Basic Telecommunicator's Course and TCIC/NCIC Full Access Course within 1 year of hire
- **Must be willing to do shift work**

ALL APPLICANTS OF FORT BEND COUNTY SHERIFF'S OFFICE, REGARDLESS OF THE POSITION APPLIED FOR, MUST SATISFY THE FOLLOWING REQUIREMENTS:

- Prior to employment, the applicant may be required to complete the following pre-employment screenings:
 - Fingerprinting and use of those fingerprints for a search of local, state and national records and fingerprint files to disclose any criminal record as part of a thorough, comprehensive **background** search and interview.
 - Successfully complete a pre-employment **polygraph** examination.
- After a contingent job offer, the applicant must pass the following pre-employment screenings:
 - **Psychological exam, physical and drug screening**

TCOLE(Texas Commission on Law Enforcement) and the Texas Department of Public Safety has minimum standards for initial licensure (including those shown below). In order to be licensed by TCOLE as a Peace Officer, Jailer or Telecommunications Officer, an applicant must:

- Be a U.S. citizen
- **Not ever been on court-ordered community supervision or probation (including deferred adjudication) for any criminal offense above the grade of Class B misdemeanor or a Class B misdemeanor within the last ten years from the date of the court order**
- Not currently under indictment for any criminal offense
- **Not ever been convicted of an offense above the grade of a Class B misdemeanor or a Class B misdemeanor within the last ten years**
- **Never have been convicted of any family violence offense**
- Not be prohibited by state or federal law from possessing firearms or ammunition or from operating a motor vehicle
- **Not have been discharged from any military service under less than honorable conditions including, specifically under other than honorable conditions, bad conduct, dishonorable or any other characterization of service indicating bad character**

In addition to the above TCOLE LICENSING requirements, Fort Bend County Sheriff's Office may disqualify an applicant from further consideration for employment if the following is reported/found after return of the long-form application:

- **Lies, omissions, deceptions or misrepresentations of facts on the application**
- An unstable driving record
- A history of financial problems: collections accounts, charge off accounts, **non-payment of child support**, habitually late payments, non-discharged Chapter 7 or Chapter 11 Bankruptcy
- An unstable work history or work performance, including prior involuntary terminations or resignations in lieu of termination.

***Each applicant with a completed long form will be considered, however, an interview is not guaranteed.*

_____ Please initial here that you have **CAREFULLY** reviewed the above and **NONE** of the **disqualifying conditions** apply to you.

EMERGENCY DISPATCHER QUESTIONNAIRE

- **Are you willing to talk to callers who are emotionally upset; for example, callers who are angry, frightened, depressed or excited?**
- **Are you willing to tolerate abusive or threatening language from callers who, because of their problems, take out their emotions on you?**
- **Are you willing to remain emotionally detached in order to respond to situations in a positive, mature and helpful manner?**
- **Are you willing to work in close proximity with co-workers?**
- **Are you willing to work WEEKENDS and HOLIDAYS?**
- **Are you willing to work OVERTIME and VARIABLE SHIFTS?**
- **Are you willing to handle a heavy volume of telephone calls all day, sometimes with as little as one minute between calls with no breaks for meals?**
- **Are you willing to work in a noisy environment all day?**
- **Are you willing to work all day in a designated work area with no windows?**
- **Are you willing to have all your calls monitored and recorded for evaluation?**
- **Are you willing to wear an earpiece/earphone all day?**
- **Are you willing to make immediate decisions that may affect a life?**

DO NOT WRITE ON THIS FORM

**This is for information purposes
ONLY**

TELECOMMUNICATIONS OFFICER INFORMATION SHEET

As an applicant for the position of Telecommunications Officer I, please take a few moments to consider what is involved in being a TCO I with the Fort Bend County Sheriff's Office Emergency Dispatch Center.

SKILLS/ABILITIES

You must be able to multi-task in order to keep up with the demands of a fast-paced environment. Good interpersonal skills are a must, as well as the ability to deal effectively with the public and your co-workers. As a call taker, you must be:

- Willing to tolerate abusive language from callers
- Willing to talk to emotionally upset callers
- Remain emotionally detached from the situation and respond in a positive manner
- Willing to make decisions that may affect a life

TRAINING

Within the first year of employment, you must successfully complete:

- Basic Telecommunication Course (40 hours): this is State mandated
- 9-1-1 Vesta Training (16 hours): this is required to answer 9-1-1 calls
- EMD/CPR Training (40 hours): We dispatch EMS, so you maybe required to give pre-arrival medical instructions over the phone until EMS or the Fire Department make location.
- Police Ride Along (24 hours): this is an opportunity to ride with Patrol and see first hand why it is necessary to get the information required before a Deputy is dispatched.
- Fire/EMS Ride Along (8 hours with each department for a total of 16 hours)

BREAKS/MEALS

Because of the heavy volume of calls, breaks and meals may be impossible. We strongly recommend bringing your meal. It is also impossible to "call out" or depending on the time of day, eating on-site from the kitchen in the jail.

SHIFTS/DAYS OFF

The Dispatch Center is a 7 day week, 24 hour a day service to citizens of Fort Bend County. You MUST be willing to work weekends, holidays and ANY SHIFT (days, evenings or nights). At any time in the Dispatch Center, you may be moved due to training or shift coverage.

QUALITY ASSURANCE

In order to monitor the quality of service to the citizens of Fort Bend County, all phone calls and radio transmissions are recorded. This also proves to be effective in our ongoing training.

BY SIGNING BELOW, YOU UNDERSTAND THE ABOVE REQUIREMENTS IN THE POSITION OF TELECOMMUNICATIONS OFFICE AND AGREE TO THE CONDITIONS ABOVE.

NAME

DATE

FORT BEND COUNTY HUMAN RESOURCES DEPARTMENT

TO ALL APPLICANTS: Please complete this form and submit it with your application. The following information is being gathered by this department for Federal Equal Employment Opportunity reporting requirements and for statistical use only. The information provided on this form is confidential and will not be supplied to departments or used to make any employment decisions. Fort Bend County is an Equal Opportunity Employer.

Date: _____

Name: _____

Social Security #: _____

Date and Place of Birth: _____

Gender: Male Female

Check one from Section A

A. ETHNICITY CATEGORIES

<input type="checkbox"/> Hispanic or Latino: A person of Cuban, Mexican, Puerto Rican, Central or South American, or other Spanish culture or origin, regardless of race.
<input type="checkbox"/> Non-Hispanic or Latino

Check one from Section B

B. RACE CATEGORIES

<input type="checkbox"/> White: A person having origins in any of the original peoples of Europe, the Middle East or North Africa.
<input type="checkbox"/> Black or African American: A person having origins in any of the Black racial groups of Africa,
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander: A person having origins in any of the original peoples of Hawaii, Guam, Samoa or other Pacific Islands.
<input type="checkbox"/> Asian: A person having origins in any of the original peoples of Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, the Philippines Islands, Thailand and Vietnam.
<input type="checkbox"/> Native American or Alaskan Native: A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

POSITION: TELECOMMUNICATIONS OFFICER I (TCO I)

JOB NUMBER: 2022-4812