



WOODWAY PUBLIC SAFETY DEPARTMENT  
COMMUNICATIONS / RECORDS SPECIALIST  
APPLICATION PROCESS

LAST NAME: \_\_\_\_\_

FIRST NAME: \_\_\_\_\_

MIDDLE NAME: \_\_\_\_\_

MAIDEN NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_\_

ZIP: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

CELL NUMBER: \_\_\_\_\_

BEST TIME(S) TO CALL: \_\_\_\_\_

PLEASE SEE THE ATTACHED DOCUMENTS:

- Communications / Records Specialist Job Requirements for all positions
- Question and answer sheet
- Communications / Records Specialist Job Description
- City council member list
- City employee list
- Nepotism certifications – please sign and turn in.
- Job description certifications – please sign and turn in.
- Tobacco Policy – please sign and turn in.

If any documents are missing, please contact Woodway Public Safety Administration office at (254) 772-4470.

A preliminary background investigation will be conducted for this process, please list the required information:

DRIVERS LICENSE NUMBER: \_\_\_\_\_ STATE: \_\_\_\_\_

SOCIAL SECURITY NUMBER: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_

# Woodway Public Safety Department



920 Estates Drive  
Woodway, TX 76712  
(254) 772-4470 Office  
(254) 772-9219 Fax

## COMMUNICATIONS/RECORDS CLERK (ALL LEVELS) JOB REQUIREMENTS

**Age Requirement:** Must be eighteen (18) years of age.

**Citizenship:** Must be a citizen of the United States.

**Background:**

1. Must not be on probation for a criminal offense.
2. Must not have been convicted of a Class A misdemeanor or its equivalent in the last twelve (12) months.
3. Must not have been convicted of a Class B misdemeanor or its equivalent within the last six (6) months.
4. Must not have ever been convicted at any time of a felony.
5. Must not have been arrested for the offense of driving while intoxicated or driving under the influence.
6. Must not have been discharged from any military service under less than honorable conditions at any time.
7. Must be able to successfully pass a fingerprint check through the FBI records.

**Drug Use:** Any prior chemical use is not acceptable.

**Education:** Must be a high school graduate. GED is acceptable, College hours preferred. Grammar and Spelling skills are a very important part of this position.

**Health:** Applicants vision must be correctable to 20/20 in both eyes. Must have normal hearing in both ears. Must pass a complete physical. Properly restored or filled teeth are acceptable. Appearance of mouth must be normal. Must be able to speak clearly and distinctly.

**Driving Record:** An applicant must have a valid Texas Driver's License. Must not have outstanding warrants.

**Residence:** All members of the Communications/Records Section shall reside within thirty (30) minutes normal travel time of the Public Safety Building.

## QUESTION & ANSWER FACT SHEET

This fact sheet is provided to answer many of the commonly asked questions concerning the Woodway Public Safety Department. We hope this will adequately answer questions you may have. If not, please contact Sandy Bickel at (254) 772-4470.

### What are the steps in the hiring process?

1. Pick up a packet from the department and review all information provided.
2. Provide your driver's license information and date of birth. Review must be within departmental guidelines, or you will not be considered.
3. Applicants who successfully complete this review will be notified of times to take a skills test and a typing test.
4. Complete and pass both tests.
5. Complete and return full application.
6. Pass background investigation.
7. Pass review board.
8. Pass a physical and routine drug screening.

### What will my salary be?

Salary for Communications/Records Specialist is roughly \$15.00 /hr.

### Will I be paid overtime?

Overtime or compensatory time is paid at a rate of time and a half.

### What benefits will I receive?

- **Vacation:** You will receive 80 hours paid vacation every year for the first five years. During the years five to fifteen, you will receive fifteen paid vacation days. At fifteen years and over, you will receive twenty days paid vacation. Vacation is available after your first year anniversary date.
- **Holidays:** Employees receive 13 paid holidays per year. It is not always possible to take the day off on the actual holiday. Holiday time may be reserved for up to ninety days following the holiday. Vacation and Holiday time may be taken upon approval of written request.
- **Sick Leave:** You will earn six hours of sick leave each month. Sick leave may be used after the first six month period of probation. This time may accumulate and be carried over to the next year.
- **Insurance:** You will be provided life, health, vision and dental insurance. Presently, the premium for the employee is paid by the City of Woodway. The spouse and children may be covered by the City plan as well, but the employee must pay part of the premium. This amount will vary with coverage. Currently, the City pays \$375.00 towards insurance coverage for the employee's spouse and/or children.

- **Dress Code:** Employees must follow department dress code.

- **TOBACCO USE:**

Woodway Public Safety Department is a tobacco free environment that helps create a safe and healthier environment for all employees. As a leader in the community, The City of Woodway is committed to providing a safe and healthy environment that is in accordance with federal, state and regulatory agency requirements to everyone who works within and / or visits our facility. Smoking or use of tobacco products and / or possessing, selling or distributing tobacco products on any City property, grounds, vehicles or in any City owned equipment and buildings will be prohibited as of March 1, 2014.

**What are the normal working hours?**

Currently, Dispatchers work set shifts. There is a 7:00 am – 3:00 pm, 3:00 pm – 11:00 pm, 11:00 pm – 7:00 am, and 7:00 pm - 3:00 am shift.

**Is my schedule subject to change?**

Yes. This is an emergency department, open 24 hours a day, seven days a week. To provide such continuous service, it may be necessary to rearrange personnel. Every attempt is made to provide as much advance notice as possible, but sometimes illness or family emergencies make it necessary to make changes on short notice.

**Am I subject to recall?**

Yes, all personnel are expected to respond to emergency call outs.

**What kind of people will I deal with?**

Part of the challenge of working in an emergency department is the continual variety of situations and persons to be dealt with. They can range from calm and polite to hysterical and irate. This diversity is what keeps the job interesting.

**About the City of Woodway**

The City of Woodway has a City Council and City Manager form of government. Personnel include: 31 authorized sworn police officers, 4 reserves, 12 volunteer fire fighters, and 14 civilian.

**NEPOTISM:**

Relatives of the first, second and third degree (consanguinity or affinity) shall not be employed by, appointed or promoted into any position (including full-time, part-time, regular, and temporary) within the City. If employees become related after employment, it will be the responsibility of the employees affected to immediately notify their supervisor(s) and to come into compliance with this policy within sixty (60) days.

No person may be employed by, appointed or promoted into any position (including full-time, part-time, regular, and temporary) within the City who is related within the second degree by marriage (affinity) or by the third degree by blood (consanguinity), to any member of the City Council.

*Relatives are defined as follows:*

**1. Consanguinity (Blood Relationships) -**

<u>1st Degree</u>	<u>2nd Degree</u>	<u>3rd Degree</u>
Father	Grandfather	Great Grandfather
Mother	Grandmother	Great Grandmother
Brother	Grandson	Great Grandson
Sister	Granddaughter	Great Granddaughter
Son	Uncle	Great Uncle
Daughter	Aunt	Great Aunt
	Nephew	Great Nephew
	Niece	Great Niece
	1st Cousin	2nd Cousin

**2. Affinity (Marriage Relationships) -**

<u>1st Degree</u>	<u>2nd Degree</u>
Spouse	Grandfather-in-law
Father-in-law	Grandmother-in-law
Mother-in-law	Grandson-in-law
Brother-in-law	Granddaughter-in-law
Sister-in-law	Uncle-in-law
Son-in-law	Aunt-in-law
Daughter-in-law	Nephew-in-law
Stepfather	Niece-in-law
Stepmother	Spouse of any of the above
Stepbrother	
Stepsister	
Stepson	
Stepdaughter	

## CITY COUNCIL MEMBERS

**Donald J. Baker** – Mayor

**Gill Lillard** – Council Member

**Bob Howard** – Council Member

**Jane Kittner** – Mayor Pro Tem

**Barbara Grandy** – Council Member

**Mike Tamberella** – Council Member

**Scott Giddings** – Council Member

## DEPARTMENT HEADS

**Yost A. Zakhary** - City Manager / Public Safety Director

**Donna Barkley** – City Secretary

**Randall Riggs** – Director of Community Services and Development

**Mitch Davison** - City Engineer

**William Klump** – Director of Finance

**Janet Schaffer** – Arboretum / Family Center Manager

**Assistant Chief Bret Crook** – Public Safety Personnel and Training

**Larry Adams** – Public Safety Captain of Investigations Department

**Barney Witt** – Public Safety Captain of Patrol

**Sandy Bickel** – Public Safety Communications / Records Supervisor

**Malia Elkins** – City of Woodway Court Administrator

**Rod Goble** – City of Woodway Municipal Court Judge

**David Bass** – City of Woodway Municipal Court Alternate Judge

CITY EMPLOYEES

<u>Carleen Bright Arboretum</u>	<u>Public Safety Department</u>	<u>Woodway Family Center</u>
Schelly Abel Brianna Cox Derek Curtis Sandra Golliehear Holly Liles Benjamin Lopez Domingo Miramontez Meredith Perry Janet Schaffer	Larry Adams James Aguilar Ty Anderson Joshua Barron Nathan Bauer Ernest Bauman Sandy Bickel Michael Brummett Edward Caldera Bret Crook Ruben Deleon William Dudley Dylan Eckert Khalil El-Halabi Malia Elkins Chris Fagner Sean Fallon Justin Fulp Todd Gill Steven Gonzalez Jason Graves Taylor Groves Mark Harter William Hitch Kyle Isbell Stephanie Lander Michele Lawson Albert Lopez Terry Mason Jennifer Mathews Andrew McGee James Mitchell Ryan Murry Ronda Mynarcik Jennifer Niemeier Kelly Painter Sara Recindus Chad Rivas Nolan Schaffer Amy Tillotson Marie Trower Derek Wall Lawrence Washington Jacob Williams Barney Witt Yost Zakhary Justin Zang	Jamie Kent Sileshi Smith Will Thomas
<u>City Hall</u> Rachel Adamson Donna Barkley Tracy Becker Glenda Girard Amanda Harsh Lauren James Russell Sones Williams Klump Keith Lowrey Russell Sones Carrie Weak Yost Zakhary		
<u>Community Svc &amp; Development</u> Travis Briggs Mitch Davison Rodney Dieterich Nathan Donnell Terry Drake Dale Glass Joel Grisham Victor Guterrez Charles Hinkley Jordan Meyer John Norman Amy Novak Brandon Olivarez Kasia Redden Jessie Resendez Randall Riggs Robert Starnes Jeffrey Stinson James Stefka William Tucker Cory Turnmire Skylar Weaver Walter Will Gordon Voges		

**VIOLATIONS WILL RESULT IN TERMINATION**

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**NEPOTISM CERTIFICATION: Please sign and turn in to WPSD Administration**

Applicant's Name \_\_\_\_\_

Position Applying For \_\_\_\_\_

I have reviewed a current list of members of the City Council, the City Manager, and City employees. After careful review of these lists, I certify that I am not related in any manner described above to any of these persons.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

**JOB DESCRIPTION CERTIFICATION:**

**Please sign and turn in to WPSD Administration**

I, \_\_\_\_\_ have been provided with a copy of the job description for the position of a \_\_\_\_\_.

I have thoroughly read the entire description and I have been allowed to ask any questions that I might have.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date





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**DIVISION:** COMMUNICATIONS

**DEPARTMENT:** PUBLIC SAFETY

**CLASS CODE:** \_\_\_\_\_

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**EXEMPT:** \_\_\_\_\_ **NON-EXEMPT:** X **EMPLOYEE:** \_\_\_\_\_

**FULL TIME:** X **PART TIME:** \_\_\_\_\_ **SUPERVISOR:** \_\_\_\_\_

**DIRECTOR:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

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## **DESCRIPTION OF WORK**

**General Definition:** Receives and dispatches emergency and non-emergency calls to appropriate Public Safety personnel; operates the radio console and 9-1-1 telephone system; conducts computer searches, and performs other duties as assigned by the department head, or designee. Records work and alarm monitoring duties. Types all records work for department.

**Supervision Received:** Work is performed under the general supervision of the Communications/Records Supervisor.

**Supervision Exercised:** None.

**Examples of Duties:** Receives emergency calls, complaint calls, and reports, routine traffic calls by phone, radio or personal contact and refers the calls to appropriate Public Safety personnel or to other City officials to include paging. Receives 9-1-1 calls and takes the appropriate action to provide the emergency assistance needed. Dispatches public safety equipment, resources and personnel in response to emergency calls. Conducts computer searches through local, State and National files for possible wanted persons or stolen property and provides information to the requesting officer. Types, indexes, files and records various records, logs and reports on the specified form and in the specified format. Receives fines and fees and maintains accurate records of monies. Dispatches emergency public works units after normal working hours for the Community Services Department. Performs maintenance and cleaning of equipment, facilities and work area. Maintains records of information such as incoming/outgoing teletype and status of wanted persons and/or stolen property and writes reports. Maintains and updates computer entries for Fire Department residential data sheets. Maintains/updates computer entries of emergency contact data sheets. Assists the general public in filing of various reports and in the payment of fines and fees; releases copies of reports. Assists Municipal Court personnel as needed. Performs special projects as assigned by the supervisor, Public Safety Director, or other authority.

Participates in and performs duties in Civil Defense/Emergency Preparedness activities as assigned by the City Emergency Preparedness plan. Receives and dispatches alarm monitoring according to departmental procedures. Responds on SRT callouts when needed with supervisor.

## **MINIMUM QUALIFICATIONS**

**Knowledge:** Knowledge of departmental policies and procedures; knowledge of radio console, telephone system, and computer terminal methods, practices and procedures used by the Public Safety Department; knowledge of data entry procedures; knowledge of the City limit boundaries, street names, and their approximate locations; knowledge of computer search methods; knowledge of general office practices and cash collection and safekeeping; knowledge of the TLETS computer system; knowledge of ten codes and local codes; knowledge of laws facilitating the prioritizing and dispatching of calls; knowledge of Alarm Direct procedures.

**Skills:** Skill to communicate orally; skill to communicate in writing; skill in the use of radio dispatching equipment; skill in operating and entering data into the computer; skill to type a minimum of 45 wpm.

**Abilities:** Ability to respond to and apply established procedures for emergency situations; ability to ask clear questions to elicit desired information; ability to speak clearly and fluently; ability to establish and maintain effective working relationships; ability to communicate effectively with the public; ability to perform several tasks simultaneously; ability to, on a consistent basis, effectively and calmly respond to crisis situations; ability to obtain and retain eligibility for bonding. Perform duties acceptably after long hours (over 24) without sleep during emergency situations. Work any day of the week, any hour of the day, extra assignments as needed. Communicate effectively via police radio, telephone, and in person, with citizens, coworkers, supervisors, and instructors, including persons of diverse backgrounds, without bias or prejudice. Behave in a manner conducive to high morale; express enthusiasm for work assignments, environment, personnel, and management. Maintain an acceptable physical fitness level, including visual acuity correctable to 20/20 without color blindness, normal hearing range. Maintain appropriate uniform and acceptable personal hygiene. Must not pose a threat to the health and safety of self or others. Input, retrieve, and maintain information, reading from both computer screens and printouts. Maintain various card/paper files. Prepare monthly statistical reports by hand and by computer. Use and maintain departmental equipment safely and properly. Effectively share work information. Use of computer equipment in programming radio equipment and setting radio system parameters and use of calculator, typewriter and computer in developing reports and correspondence. Make ethical decisions that conform to applicable laws, Departmental Policy Regulations, etc., without supervision. Work in a confined area remaining seated for long periods of time, entering data into various computer systems. Comprehend and apply city policies and procedures. Collect, accurately count money and make change. Answer and place telephone calls. Tolerate loud noise for prolonged periods of time from copiers, computer printers, radios and paper shredders, etc. Complete all

reports and paperwork promptly, legibly, accurately, thoroughly, neatly, and with correct grammar and spelling. Follow through on assignments in a timely manner. Develop, utilize and recommend methods for work improvement. Observe and report hazardous conditions. Arrive at work on time; work in assigned area. Maintain work area neatly, safely, and in organized fashion. Display self-confidence and authoritative manner, with conduct reflecting favorably on the Department. Operate typewriter and other office machines such as fax machine, copier, scanners, computers, printers, telephone systems, recording systems, and other instruments or equipment used in dispatch duties. Type forms, charts, statements, confidential investigations, letters or memos prepared for signature by other supervisory personnel. Search files, assemble information. Arrange index and file cards, letters and documents. Lift, carry, hold, push and pull up to 30 pounds of office supplies and/or equipment. Lift, carry and store supplies or equipment into storage cabinets and shelves, 6-ft above floor level. Work well with the public and co-workers daily, communicating effectively, maintaining alertness, composure, helpful attitude and professionalism in all circumstances, including stress, verbal abuse, criticism and/or other adverse conditions. Begin and seek out work without supervision. Accurately and quickly enter information from the radio and phone into a computer.

**Education:** High school graduate or GED; training in data entry preferred.

**Experience:** A minimum of six months of experience in general office work involving data entry, use of computers and extensive customer contact. Any work related experience resulting in acceptable proficiency levels in the above required knowledge, skills and abilities is an acceptable substitute for the above specified education and experience requirements.

**Any work related experience resulting in proficiency levels in the above minimum qualifications is an acceptable substitute for the above specified education and experience requirements.**

**Licenses and Certificates:** Certification as a Dispatcher by the Texas Commission on Law Enforcement Officer Standards and Education. Class C driver's license and a driving record acceptable to the Department.

**THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED AND ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES, AND SKILL WHICH MAY BE REQUIRED. ALL EMPLOYEES ARE EXPECTED TO PERFORM TASKS AS ASSIGNED BY SUPERVISOR.**