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## JOB ANNOUNCEMENT

Job Title: **Communications Officer**

Status: **Regular Full Time**

Salary: **Group 18**      Step 3: **\$14.71/ hour**

Open Date: **July 6, 2017**      Closing Date: **Open Until Filled**

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**Description:** The City of Taylor is seeking a qualified applicant for a Communications Officer. This position ensures smooth operation of day-to-day telecommunication and records functions for the Police Department. Must be flexible and willing to work days, evenings, nights, holidays and weekends as needed or as assigned.

**Qualifications:**

High school graduate, or its equivalent, (related experience or training and/or special law enforcement telecommunications training desirable but not required) or any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

**Certificates/Licenses Required:**

TLETS/NLETS Operator/TCIC-NCIC and Communication license from the Texas Commission on Law Enforcement (TCOLE) preferred or be able to obtain within 1 year. Basic Telecommunications Course #1013 and Crisis Communications #2120 training from the Texas Commission on Law Enforcement (TCOLE) within 1 year. TDD/TTY and 9-1-1 Equipment certification from CAPCOG within 3 months. Other training as mandated by law.

**Knowledge/Skills/Abilities:**

Knowledge of police department procedures, rules and regulations; knowledge of emergency procedures; skill/ability to operate computer, two-way radio, and teletype equipment; ability to accurately type at least 45 wpm; communicate effectively, both verbally and in writing; work tactfully with the general public including persons in crisis situations, speak clearly and concisely; accurately handle several items at one time during stressful situations; maintain accurate records; establish and maintain effective working relationships; and maintain appropriate necessary certifications.

**How to Apply:**

**A City of Taylor Application is required for this position.**

**Resumes alone WILL NOT BE ACCEPTED but may be attached to a City application.**

Please send your application to: **Email:** [jobs@taylortx.gov](mailto:jobs@taylortx.gov) or

**Mail or Deliver:** Human Resources, City of Taylor, 400 Porter St., Taylor, TX 76574

**Questions:**

**Email:** [jobs@taylortx.gov](mailto:jobs@taylortx.gov),

**Phone:** (512) 352-5993 or

**Website:** [www.taylortx.gov](http://www.taylortx.gov)

**Benefits:** Health, Dental and Long Term Disability Insurance (*Employee coverage paid by the City*); 7% 1 ½ to 1 match retirement with Texas Municipal Retirement System; Social Security match; Paid holidays, vacation and paid sick days



## JOB DESCRIPTION

Class No:	621	Job Title:	Communications Officer
Pay Group:	18	EEOC Category:	Office & Clerical
Date:	August 4, 2014	FLSA Category:	Non-exempt

### BRIEF DESCRIPTION OF THE JOB:

Ensures smooth operation of day-to-day telecommunication and records functions for the Police Department. Must be flexible and willing to work days, evenings, nights, holidays and weekends as needed or as assigned.

### ORGANIZATIONAL RELATIONSHIPS:

Reports to: Communications Supervisor

Directs: This is a non-supervisory position

Other: Works closely by telephone, radio, teletype or computer, or in person with other employees of the department, other departments and agencies, and the general public

### ESSENTIAL DUTIES:

This is a description of the way this job is currently performed; there is potential for accommodation.

Description of Work	Av. % of time	Strength*	Physical Demand Code*
Receives incoming calls on both the telephone and two-way radio (including utilities, fire, animal control and 911 calls), evaluates calls, and dispatches or directs calls to appropriate staff, officers, and/or agencies	30	S	B,D,F,G,H,I,K, M,N,Q,R,S,T
Informs 911 callers of emergency procedures when able	10	S	B,D,F,G,H,Q,R,S
Dispatches appropriate units for emergencies, monitors situation, and records outcome	10	S	B,D,F,G,H,I,K, M,N,Q,R,S,T
Performs computer-assisted and manual records checks for officers on individuals, locations, vehicles and other property, sometimes verifying warrants or reports of stolen property	5	S	A,B,C,D,F,G,H,I, K,M,N,Q,R,S,T
Maintains, updates, and accesses various logs, offense and accident report files and computer data files for all officer activities (incident reports, maintains arrest, makes envelope jackets for warrants received and files appropriately reports stolen or repossessed property logs, maps, shift logs, etc.) Completes forms and reports either on the computer or typewriter and sends and receives teletype messages	5	S	B,D,E,F,G,H,I,Q, R,S

Description of Work	Av. % of time	Strength*	Physical Demand Code*
Acts as receptionist, including answering telephone for police and other departments, taking messages, rerouting calls, locating and dispatching on-call personnel, handling walk-in traffic, making copies, and providing information to employees and general public	Constant	S	A,B,C,D,F,G,H,I,K,M,N,Q,R,S,T
Monitors location of emergency response personnel at all times	Constant	S	B,Q,R,S
Relay pertinent information regarding criminal activity, stolen and repossessed vehicles, etc. to officers via radio and to Communications Operator on next shift	Constant	S	A,B,H,I,Q,R,S
Monitors commercial and residential alarm systems notifying owners of claim and logging alarm information	Constant	S	A,B,G,H,I,Q,R,S
Maintains current technical and medical knowledge relevant to telecommunication, including reading appropriate newsletters and publications	Constant	S	B,D,E,G,H,Q,R,S

**OTHER IMPORTANT DUTIES:**

Description of Work	Av. % of Time	Strength*	Physical Demand Code*
Serves in extension of current duties as required for emergency management, particularly in the areas of staff alert, communication, public warning	Constant	S	A,B,C,D,E,F,G,H,I,K,M,N,Q,R,S,T
Ability to communicate effectively and interact with other staff, agencies and public in a professional, courteous manner. Quality service is a MUST.	Constant	N/A	A,B,C,G,H,Q,R,S,T
Must be flexible and willing to work days, evenings and nights as needed or assigned.	Constant	N/A	N/A
Must be willing to work Holidays and weekends.	Constant	N/A	N/A
Must be able to work alone and with a partner.	Constant	N/A	N/A
Assists persons at front counter requesting information or staff contact. Responds to citizens comments and complaints as rapidly as possible. Refers difficult situations to supervisors.	5	L	A,B,C,D,E,F,G,H,I,M,N,Q,R,S
Responds to in person and telephone inquiries and distributes information to customers and other agencies as requested. (Police Reports, Accident Reports, etc) Accepts various payments and maintains cash drawer.	5	L	A,B,C,D,E,F,G,H,I,J,K,MN,NQ,R,S
Processes, maintains and updates all incident report case files. Inspects submitted paperwork for accuracy.	5	L	A,B,C,D,E,F,G,H,I,J,K,M,N,Q,R,S

**OTHER IMORTANT DUTIES (CONTINUED)**

Description of Work	Av. % of Time	Strength*	Physical Demand Code*
Prepares all court paperwork for Municipal and JP courts, County and District Attorney and Juvenile Probation.	5	L	A,B,C,D,E,F,G,H,I, J, K,M, N, Q,R,S
Prepares accident reports on a monthly basis for submission to TXDOT. Handles all corrections and resubmissions.	5	L	A,B,C,D,E,F,G,H,I, J, K,M, N, Q,R,S
Enters citations into database and checks for accuracy.	5	L	A,B,C,D,E,F,G,H,I, J, K,M, N, Q,R,S
Sorts and distributes mail and faxes received throughout workday. Process mail inquiries from insurance companies requesting police or accident reports and issues receipts. Performs notary duties as required	5	L	A,B,C,D,E,F,G,H,I, J, K,M, N, Q,R,S
May assist with training of new employees.	Constant	L	A,B,C,D,E,F,G,H,I, J, K,M, N, Q,R,S
Performs such other related duties as may be assigned.	5	L	ALL CODES

**PHYSICAL DEMANDS:**

1. Overall Strength Demand

X Sedentary    \_\_\_ Light    \_\_\_ Medium    \_\_\_ Heavy    \_\_\_ Very Heavy

2. Frequency for each physical demand listed in Essential Duties:

O A. Standing                      F G. Reaching                      R L. Crawling                      C Q. Vision  
C B. Sitting                          C H. Handling                      O M. Bending                      C R. Hearing  
O C. Walking                        C I. Fine Dexterity                R N. Twisting                      C S. Talking  
F D. Lifting                           O J. Kneeling                        R O. Climbing                      O T. Foot Controls  
O E. Carrying                        R K. Crouching                      R P. Balancing                      \_\_\_ U. Other  
F F. Pushing/Pulling

C-Continuously, F-Frequently, O-Occasionally; R-Rarely

3. Description of Physical Demand

Physical Demand	Description
SITTING	Most of the work day; very little standing or walking required
WALKING/STANDING	To and from file cabinets and copy machine; short distance on carpet
REACHING	Farthest radio console controls are about 24"; teletype machine and alarm system controls (18 to 24 inch reach)
HANDLING	To use telephone, radio, and files

FINE DEXTERITY	To use computer keyboard
LIFTING	Code/operating manuals
PUSHING/PULLING/ TWISTING	Work space is tight (3 x 6 foot "U" shaped) and movement within workspace is usually done fastest by pushing oneself from counter to counter in chair with wheels; to open/close file cabinet drawers
CROUCHING/BENDING	To access files/forms/manuals stored in low files or shelving
VISION	Near vision to view computer monitors and input data and to view switch boards
HEARING/TALKING	Primary aspect of job; to take and dispatch calls; auditory discrimination helpful in identifying fire or police units in emergency situations; to hear various alarms
FOOT CONTROLS	Foot controls for switchboard, are optional and require little exertion

**NON-PHYSICAL DEMANDS:**

- |   |  |
|---|--|
| <u>F</u> time pressures   | <u>C</u> noisy/distracting environment                 |
| <u>F</u> emergency situations   | <u>F</u> tedious exacting work situation               |
| <u>O</u> irregular schedule/overtime  | <u>C</u> working closely with others as part of a team |
| <u>   </u> danger/physical abuse  | <u>F</u> performing multiple tasks simultaneously      |
| <u>C</u> frequent change of tasks   | <u>   </u> other (describe below)                      |
| <u>C</u> varying periods of idle time interspersed with emergencies requiring intense concentration |  |

C-CONSTANTLY (2/3 or more of the time), F-FREQUENTLY (From 1/3 to 2/3 of the time), O-OCCASIONALLY (Up to 1/3 of the time), R-RARELY (Less than 1 hour per week)

**EQUIPMENT, MACHINES, TOOLS, AND WORK AIDS:**

Teletype computer, Mainframe computers, radio console, telephone, Multichannel and recall recorders, 911 console, alarm monitors, and TDD phone.

**ENVIRONMENTAL FACTORS AND SAFETY HAZARDS:**

Work area kept cool for computers; constant exposure to radio noise, dust

**KNOWLEDGE/SKILLS/ABILITIES:**

Knowledge of police department procedures, rules and regulations; knowledge of emergency procedures; skill/ability to operate computer, two-way radio, and teletype equipment; ability to accurately type at least 45 words per minute; ability to communicate effectively, both verbally and in writing; work tactfully with the general public including persons in crisis situations, speak clearly and concisely; accurately handle several items at one time during stressful situations; maintain accurate records; establish and maintain effective working relationships; and maintain appropriate necessary certifications

- |                                 |  |
|---------------------------------|--|
| Reading:                        | Reads procedure and coding manuals, police reports and teletype messages   |
| Writing:                        | Write accurate and coherent messages and reports   |
| Math:                           | Calculating ages, expiration dates, time, etc  |
| Reasoning:                      | Adapt quickly to changing priorities; assess degree of urgency quickly and accurately during stressful situations  |
| Advanced Theoretical Knowledge: | Knowledge of radio transmission procedures and Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving. |

Job Title: Communications Officer

**Regular and timely attendance is required. Does not excessively call in sick. Works well with others; performance requires team work.**

- **Agrees to work any other assignments deemed necessary by the Chief of Police or his/her designee**

**ACCEPTABLE EXPERIENCE AND TRAINING:**

High school graduate, or its equivalent, (related experience or training and/or special law enforcement telecommunications training desirable but not required)

OR any equivalent combination of experience and training that provides the required knowledge, skills, and abilities

**CERTIFICATES/LICENSES REQUIRED:**

TLETS/NLETS Operator /TCIC-NCIC and Communication license from the Texas Commission on Law Enforcement (TCOLE) within 1 year of employment

Basic Telecommunications Course #1013 and Crisis Communications #2120 training from the Texas Commission on Law Enforcement (TCOLE) within 1 year.

TDD/TTY and 9-1-1 Equipment certification from CAPCOG within 3 months.

Other training as mandated by law.

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**SIGNATURE:**

I acknowledge that I have read and understand the duties and demands required of this position and further affirm that I can perform them as described with or without accommodations. This job description does not constitute an employment agreement and is subject to change as deemed appropriate by the City of Taylor.

Applicant or Employee:

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**CITY OF TAYLOR**  
**APPLICATION FOR EMPLOYMENT**  
*An Equal Opportunity/Affirmative Action Employer*  
**400 Porter Street, Taylor, Texas 76574**  
 Phone: (512)352-5993  
 www.taylortx.gov

If you need assistance in completing this employment application, please inquire at the Human Resources Office. The City conducts pre-employment qualification testing and personal interviews in the application process. If you believe you will require reasonable accommodations (e.g., interpreter, TDD, scheduling adjustments) in the application process, please inform the Human Resources Office in writing when you submit your application.

**PERSONAL DATA**

FOR OFFICE USE ONLY	
Received _____	Ltr sent _____
Refs chkd _____	Bkgd _____ ck
Interview _____	Hired _____

\_\_\_\_\_  
 (LAST NAME) (FIRST NAME) (INITIAL)

\_\_\_\_\_  
 (STREET ADDRESS, RFD, P.O. BOX)

\_\_\_\_\_  
 (CITY) (STATE) (ZIP CODE)

Phone Numbers:(\_\_\_\_)\_\_\_\_\_ Social Security Number \_\_\_\_\_

Email Address:\_\_\_\_\_ Position(s) Applied for \_\_\_\_\_

Date you would be available to start work? \_\_\_\_\_

Check type of work you are seeking:  Regular  Temporary  Part time  Full time

Have you ever filed an application with the City of Taylor before?  Yes  No If yes, when? \_\_\_\_\_

Have you ever been employed here before?  Yes  No If yes, when? \_\_\_\_\_

Are you related to any person employed by the City of Taylor?  Yes  No

If yes, list name and relationship: \_\_\_\_\_

Minimum Salary Requesting \$ \_\_\_\_\_ per \_\_\_\_\_

Name of School Attended	City/State	Certificate/Diploma or Degree Received

**SKILLS:** List any additional special skills you may have (computer software, special equipment, languages, etc.)

**EMPLOYMENT EXPERIENCE:** List each position held. Start with your present or most recent assignment and work backward. If you need additional space, please continue on a separate sheet of paper. Attach additional sheets or resume if needed.

May we contact your present employer?  Yes  No

<b>Employer</b>	<b>Employed From:</b>	<b>To:</b>
<b>Employer Address</b>	<b>Starting salary</b>	<b>Ending Salary</b>
<b>Job Title</b>	<b>Supervisor and Phone no.</b>	
<b>Summary of job duties</b>	<b>Reason for leaving</b>	

<b>Employer</b>	<b>Employed From:</b>	<b>To:</b>
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<b>Employer Address</b>	<b>Starting salary</b>	<b>Ending Salary</b>
<b>Job Title</b>	<b>Supervisor and Phone no.</b>	
<b>Summary of job duties</b>	<b>Reason for leaving</b>	

<b>Employer</b>	<b>Employed From:</b>	<b>To:</b>
<b>Employer Address</b>	<b>Starting salary</b>	<b>Ending Salary</b>
<b>Job Title</b>	<b>Supervisor and Phone no.</b>	
<b>Summary of job duties</b>	<b>Reason for leaving</b>	

<b>Employer</b>	<b>Employed From:</b>	<b>To:</b>
<b>Employer Address</b>	<b>Starting salary</b>	<b>Ending Salary</b>
<b>Job Title</b>	<b>Supervisor and Phone no.</b>	
<b>Summary of job duties</b>	<b>Reason for leaving</b>	

**ADDITIONAL INFORMATION:** By law, you must be authorized to work in the United States in order to be employed by the City of Taylor. Are you a citizen of the United States or legally authorized to work in the United States?  Yes  No

Have you ever been convicted of a felony, misdemeanor, or any other crime or been the subject of deferred adjudication?  Yes  No If yes, give details below.

If yes, please explain. (Omit convictions for minor traffic citations unless the position for which you are applying requires the operation of a motor vehicle. Conviction will not result in your automatic disqualification for employment but a false statement or an omission will disqualify you. The seriousness of the crime, the date of conviction and the relevance of the crime to the position will be considered.)

Date of Offense Month/Year	Type of Offense	Level and Degree of Offense			Court Disposition (Convicted, Deferred Adjudication)
		Felony	Misdemeanor	Other Crime	

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Do you have a current Texas Driver's License?  Yes  No License # \_\_\_\_\_  
 Type of license:  Class C  CDL  Other \_\_\_\_\_

If you are 18 years old or younger please give your date of birth \_\_\_\_\_

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**REFERENCES:** List three persons not related to you who are qualified to describe your capabilities for the position you seek.

NAME	ADDRESS	PHONE	OCCUPATION

**AUTHORIZATION FOR RELEASE OF INFORMATION:** I certify that the statements and information contained herein are true, complete and correct to the best of my knowledge and I authorize any former employer to release to an authorized representative of the City of Taylor any and all employment records or other information it may have about my employment. I understand that the information will be used for the purpose of evaluating my application for employment and that I am responsible for providing legal documents and verifying my identity and eligibility for employment. In addition, I understand that if selected for an interview, true copies of all degrees, certificates or licenses listed on this application will be required before an offer of employment can be made. A photocopy of this authorization shall be as valid as the original.

I certify that all the information provided by me in connection with my application, whether on this document or not, is true and complete, and I understand that any misstatement, falsification, or omission of information shall be grounds for refusal to hire or, if hired, termination.

I understand that the City of Taylor may check with the Texas Department of Public Safety and/or the Federal Bureau of Investigation for any criminal history in accordance with job requirements.

I understand that offers of employment are conditioned upon my passing a Drug Screening.

I understand that if hired, my employment would be for no definite period of time and may, regardless of the date of payment of my wages or salary, be terminated at any time. All information is subject to verification and that intentional misrepresentation on my application or during the interview process will subject me to immediate discharge. The City of Taylor is an "at-will" employer and only written representations of offers made by the City of Taylor will be enforceable.

Signature of Applicant: \_\_\_\_\_

Date: \_\_\_\_\_



**CITY OF TAYLOR**  
**APPLICATION FOR EMPLOYMENT**  
*An Equal Opportunity/Affirmative Action Employer*  
**400 Porter Street, Taylor, Texas 76574**  
 Phone: (512)352-5993  
 www.taylortx.gov

**EEOC STATISTICAL DATA FORM**

Dear Applicant:

Our commitment to a policy of providing equal employment opportunities to all applicants without regard to race, color, disability, religion, age, sex or national origin requires that certain information on all job applicants be gathered and maintained for statistical purposes only. Completion of this form is voluntary on your part and will not affect your opportunity for employment with us. However, to fulfill our commitment, we would appreciate your supplying the information requested below.

**PLEASE NOTE:** *The information requested on this form will be used for statistical reporting purposes only. It will be separated from your application form and will not be used in any way in evaluating your qualifications for employment, nor will it become part of your personnel file if you are hired.*

**INSTRUCTIONS:** Please check the box corresponding to the correct response(s) in each of the categories below.

**SEX**

- Male
- Female

**AGE (in years)**

- Under 40
- 40 and above

**RACIAL/ETHNIC GROUP**

- Caucasian (Not of Hispanic Origin)
- Black (Not of Hispanic Origin)
- Hispanic Origin
- Asian or Pacific Islander
- American Indian or Alaskan Native

**HOW DID YOU FIND OUT ABOUT THE JOB?**

- Posted Job Announcement in: \_\_\_\_\_
- Texas Employment Commission
- Current Employee
- Friend
- Newspaper(Name)\_\_\_\_\_
- Just walked in
- Other (specify) \_\_\_\_\_

**DISABILITY**

Do you have a disability?       Yes       No

(A disability is described as: 1) physical or mental impairment which substantially limits a major life activity; 2) previous record of such an impairment; or 3) being regarded as having such an impairment.)



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**Authorization for Release of Information**

I hereby authorize any investigator or duly accredited representative of the City of Taylor bearing this release to obtain any information from schools, residential management agents, employers, criminal justice agencies, or individuals, relating to my activities. This information may include, but is not limited to, academic, residential, achievement, performance, attendance, personal history, disciplinary, and conviction records. I hereby direct you to release such information upon request of the bearer. I understand that the information released is for official use by the City of Taylor and may be disclosed to such third parties as necessary in the fulfillment of official responsibilities.

Written inquiries about criminal convictions will not automatically disqualify an applicant for a particular job and the type and seriousness of the crime, the frequency of violations, the applicants age at the time of conviction, the date of conviction, and the applicant's entire work and educational history will be considered.

I hereby release any individual, including record custodians, from any and all liability for damages of whatever kind or nature which may at any time result to me on account of compliance, or any attempts to comply, with this authorization.

\_\_\_\_\_  
Applicant's name (Print or Type)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant's signature

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

\_\_\_\_\_



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**NEPOTISM CERTIFICATION**

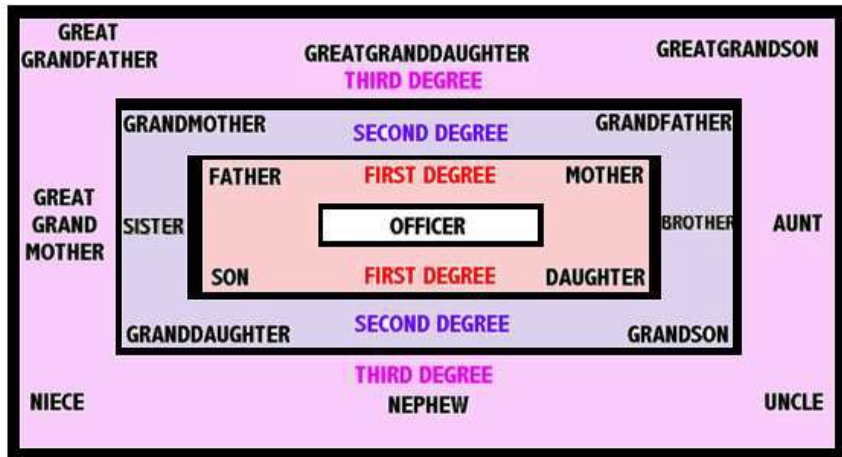
Applicant's Name \_\_\_\_\_

Position(s) Applying For: \_\_\_\_\_

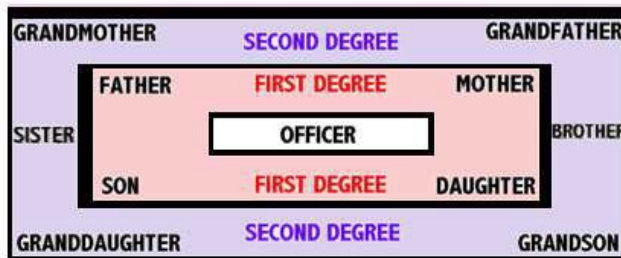
No person may be employed by the City of Taylor who is related within the second degree of affinity (marriage) or within the third degree of consanguinity (blood) to any member of the City Council, City Manager or to any employee who would supervise his or her job performance. (See the chart below.)

Are you or your spouse related by blood to any of the above parties or to your prospective supervisor in any way?     Yes     No                      If yes, please explain

**Nepotism Charts**



**CONSANGUINITY KINSHIP CHART**



**AFFINITY KINSHIP CHART**

\* Spouses of relatives within the first or second degree of consanguinity (e.g., son-in-law, mother-in-law, brother-in-law, etc.) are also included in the prohibition.

Signature \_\_\_\_\_

Date \_\_\_\_\_

# DPS Computerized Criminal History (CCH) Verification

## (AGENCY COPY)

I, \_\_\_\_\_, acknowledge that a Computerized Criminal

APPLICANT or EMPLOYEE NAME (Please print)

History (CCH) check will be performed by accessing the Texas Department of Public Safety Secure Website and will be based on name and DOB identifiers I supply. (This is not a consent form.) Authority for this agency to access an individual's criminal history data may be found in Texas Government Code 411; Subchapter F.

Name-based information is not an exact search and only fingerprint record searches represent true identification to criminal history, therefore the organization conducting the criminal history check is not allowed to discuss with me any criminal history record information obtained using this method. The agency may request that I have a fingerprint search performed to clear any misidentification based on the result of the name and DOB search. Once this process is completed the information on my fingerprint criminal history record may be discussed with me.

In order to complete the process I must make an appointment with the Fingerprint Applicant Services of Texas (FAST) as instructed online at [www.txdps.state.tx.us /Crime Records/Review of Personal Criminal History](http://www.txdps.state.tx.us/CrimeRecords/ReviewofPersonalCriminalHistory) or by calling the DPS Program Vendor at 1-888-467-2080, submit a full and complete set of fingerprints, request a copy be sent to the agency listed below, and pay a fee of \$24.95 to the fingerprinting services company.

**(This copy must remain on file by your agency. Required for future DPS Audits)**

\_\_\_\_\_  
Signature of Applicant or Employee

\_\_\_\_\_  
Date

CITY OF TAYLOR

\_\_\_\_\_  
Agency Name (Please print)

CHRIS SILVA-GONZALES

\_\_\_\_\_  
Agency Representative Name (Please print)

\_\_\_\_\_  
Signature of Agency Representative

\_\_\_\_\_  
Date

<b>Please: Check and Initial each Applicable Space</b>	
CCH Report Printed:	
YES _____ NO _____	_____ initial
Purpose of CCH: _____	
Empl _____ Vol/Contractor _____	_____ initial
Date Printed: _____	_____ initial
Destroyed Date: _____	_____ initial
<b>Retain in your files</b>	