

Job Description: COMMUNICATIONS OPERATOR

CLASS NO. 1040

EEOC CATEGORY: Office and Clerical

PAY GROUP:

FLSA: Nonexempt

SUMMARY OF POSITION

Ensures smooth operation of day-to-day telecommunication functions for the police, fire departments, and EMS.

ORGANIZATIONAL RELATIONSHIPS

- 1. Reports to:** Communications Supervisor.
- 2. Directs:** This is a non-supervisory position.
- 3. Other:** Works closely by 911, telephone, radio, teletype, computer, or in person with other city departments, agencies, and the general public.

EXAMPLES OF WORK

Essential Duties*

Receives and records incoming calls on both the telephone and two-way radio (including animal control and 9-1-1 calls), evaluates calls, and directs calls to appropriate staff, officers, and/or agencies;

Monitors radio frequencies of law enforcement, fire, wrecker, and ambulance personnel;

Dispatches appropriate units for emergencies;

Dispatches animal control;

Performs computer-assisted and manual record checks for officers on individuals, locations, vehicles and other property, sometimes verifying warrants, suspended or expired license, or reports of stolen property with the originating agency;

Maintains, updates, and accesses various logs and computer data files of officer activities (incident reports, accident reports, stolen or repossessed property logs, maps, shift logs, etc.) and performs data entry of officer activities for logs and records;

Monitors burglary and fire alarms, and notifies property owners and police as necessary;

Completes forms and reports either on the computer or typewriter;

Operates recording equipment for 9-1 -1 and telephone calls;

Assists local and out-of-state deaf persons using a Telecommunications Device for the Deaf (TDD);

Enters information into Texas and National Crime Information computer systems, and validates information against printed reports;

Files departmental records;

Performs trace on 9-1 -1 hang-up calls;

Alerts state and federal agencies of stolen vehicles and property, missing persons, etc., using a teletype machine;

Prints computerized forms for officers as necessary;

Provides directions to citizens;

Maintains files on repossessed automobiles;

Maintains on-call status and works overtime as necessary.

Other Important Duties*

Performs such other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: radio transmission procedures and Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving; law enforcement practices and procedures.

Skill/Ability to: type or enter information accurately; operate, or demonstrate ability to learn to operate, a computer; use radio and electronic data communications equipment; demonstrate proficiency in both oral and written communication; work tactfully with the general public; speak clearly and concisely; accurately handle several items at one time during stressful situations; understand and follow instructions, policies, rules, and regulations; analyze information and formulate quick, effective and reasonable responses; maintain accurate records; work varied shifts; establish and maintain effective working relationships with co-workers; and maintain appropriate necessary certifications.

ACCEPTABLE EXPERIENCE AND TRAINING

High school diploma or its equivalent (GED), graduation from a state-approved telecommunicator course with a current valid TCOLE license, or the ability to obtain a TCOLE license;

not have been convicted, placed on probation, or ordered community supervision by a court of a class B misdemeanor or higher in the last ten years;

not have been convicted of family violence;

not ever have been convicted of an offense Class A Misdemeanor or above;

have not been discharged from any branch of military service for less than honorable conditions.

CERTIFICATES AND LICENSES REQUIRED

Telecommunications Operator Certification from the Texas Commission of Law Enforcement (TCOLE) within one year of employment. Appropriate Texas driver's license.

JOB PHYSICAL, MENTAL AND/OR EMOTIONAL REQUIREMENTS

The City will comply with the Americans with Disabilities Act, including the American Disabilities Act Amendment Act, and all other Federal, State and Local legislative requirements. The Facility will ensure that reasonable accommodations may be made to enable a qualified individual with a disability to perform the essential functions of that position.