



Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title:	Telecommunications Officer
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Department: Police
Pay Grade: 112
FLSA Status: Non-Exempt

JOB SUMMARY

An individual in this position answers multi line phone system, answers and responds to emergency and non-emergency calls and dispatches Police, Fire, EMS, Animal Control, and other needed services.

ESSENTIAL JOB FUNCTIONS:

- Answers multi line telephones including E911 calls.
- Communicates effectively, courteously, and clearly in English, verbally and in writing, which includes speaking distinctly and responding promptly to protect the safety of officers and the public.
- Listens and comprehends both telephone and radio traffic.
- ~~Assists and records requests for Police, Fire and EMS from the public and department personnel-via telephone, radios and in person.~~
- Comprehends and applies the City of Texas City ordinances, policies, and procedures.
- Documents all activity, locations and status in computer aided dispatch system, and quickly disseminate any additional information.
- Operates computer terminals for specialized access with various automated date banks.
- Works in a confined area for 12 or more hours and remain seated for long periods of time entering data into various computer systems on a constant basis.
- Inputs, retrieves, and maintains information, reading from both computer screen and printouts.
- Operates multi-channel radio systems.
- Assigns appropriate police personnel for routine and emergency calls for service.
- Operates all communication equipment in low-light conditions, discerning distinct colors used with the CAD (Computer Aided Dispatch) System.
- Concentrates on many tasks through many distractions.

- Operates and performs daily maintenance on equipment, e.g.; video recording/closed circuit television and audio logging equipment.
- Assists in training new employees.
- Demonstrates strong verbal and written communication skills in English.
- Attends/testifies in all criminal and civil courts when summoned; attends training schools/seminars and other city related events which may require travel (occasionally overnight).
- Works any shift and on holidays and weekends as needed for scheduling purposes.
- Maintains regular and consistent attendance of assigned work hours is essential.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS TO PERFORM WORK:

- High school diploma or equivalent;
- Six Months (6) months of experience or equivalent training, education, and/or experience.
- Must have or be able to obtain a basic telecommunications certificate within one year of date of hire.
- Must possess a valid Texas driver's license with an acceptable driving record.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of or the ability to learn police, fire and EMS emergency response practices and procedures.
- Knowledge of or the ability to learn methods, practices and procedures for responding to and dispatching emergency services.
- Knowledge of or the ability to learn computers and related equipment, hardware and software for researching, retrieving and maintaining a variety of informational and tracking databases.
- Skill in effective communication, both orally and in writing.
- Skill in organizational methods, processes, and procedures.
- Skill in the use of computers and software applications related to the essential functions of the job.
- Skill in effective time management and resource utilization.
- Ability to work on scheduled days off and in the event of an emergency.
- Ability to work overtime to provide mission coverage for the department.
- ~~Ability to work under high stress and use sound judgment in emergencies.~~
- Ability to be assertive and calm in soliciting information from distressed callers.
- Ability to type at a speed necessary for successful job performance.
- Ability to quickly assimilate information and implement an appropriate course of action.
- Ability to work independently with minimal supervision.
- Ability to research, compile and summarize a variety of information and statistical data.
- Ability to work effectively with all levels of employees, management, and citizens.

PHYSICAL DEMANDS:

The work is sedentary to light which requires exerting up to 30 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following physical abilities are required: Must be able to lift 30 pounds. Must be able to sit for extended periods of time. Must be able to climb and stretch to reach areas of the work site for routine cleaning and inspections. May be subject to frequent repetitive motion such as typing, data entry and extended vision of monitors. May be exposed to irate and hostile individuals, emergency situations and a high stress environment.

WORK ENVIRONMENT:

Work is performed in a normal office environment. Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as office or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations, and traffic signals when driving.

This job description is not an employment agreement, contract agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

I have read and understand this job description. By signing below, I further understand and agree that this job description applies to the position for which I am applying and/or the current position and that I am responsible for meeting the requirements outlined in this job description.

The City of Texas City has the right to revise this position description at any time and does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date