



JOB DESCRIPTION

Classification: Emergency Communications Specialist
Department: Police Department
Supervisor: Emergency Communications Manager
Date: October 2024

Pay Range: .18
FLSA Status: NE

SUMMARY: Receives phone calls and lobby visitors, and dispatches emergency and non-emergency police, fire, and medic personnel. Maintains records of calls and performs data entry tasks. Shift Work required.

EXAMPLES OF ESSENTIAL DUTIES: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Act as point of contact for the general public.
- Assists citizens in need by gathering information using multi-channel phone systems, including TDD and other communications equipment, 9-1-1 and non-emergency lines for Police, Fire, and Medical calls.
- Organizes calls, personnel and other resources through computer-aided dispatch.
- Provides Police, Fire, and Medical dispatch to personnel based on needs and requests.
- Verifies, records, and relays information from Police, Fire, and Medical personnel in computer system and other records.
- Operates local, state and nationwide computer systems, including SETCIC. TLETS/NLETS by departmental policy, law, or other directives
- Enters, clears, and cancels all NCIC/TCIC entries.
- Warrant entries, clears, and cancels.
- Out booking subjects from jail including cash payments and bonds.
- Assists citizens with animal control, public works, and parks departments after hours and dispatching appropriate personnel when necessary.
- This position is considered Critical Personnel during a natural or manmade disaster and/or a catastrophic event. This position may be required to provide services or perform duties for the benefit of the public and the continuity of City operations. These may include services or duties different from those performed in the usual course and scope of this position.
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- Performs other duties as required.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma or equivalent; AND some previous work experience preferred; OR an equivalent combination of education, training, and experience.

Knowledge of:

- Department policies and procedures.
- Local geography, street names, and City boundaries.
- General office procedures and practices.

Skill in:

- Maintaining composure in emergency situations.
- Recording and organizing data.
- Establishing and maintaining effective working relationships.
- Listening and communicating clearly, both verbally and in writing.
- Prioritize and complete multiple tasks simultaneously.

LICENSE AND CERTIFICATION REQUIREMENTS:

- TCOLE Telecommunicator License, within 6 months of employment.
- Emergency Medical Dispatch (EMD) certification, within 6 months of employment.
- Emergency Fire Dispatch (EFD) certification, within 6 months of employment.
- CPR Certification, within 6 months of employment.
- NCIC/TCIC certification, within 6 months of employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office/communications center environment.

The City of Katy is committed to compliance with the Americans with Disabilities and Amendments Act and is an Equal Opportunity Employer.

Employee Name (Printed)

Employee Signature

Date