JOB OVERVIEW

Job Title: Communications Officer  
Department: Police  
Location: Police Department  
Reports To: Communications Supervisor  
FLSA Category: Non-Exempt  
EEOC Category: Administrative Support  
Pay Group: 20  
Pay Range: $40,830 - $59,197

GENERAL JOB DESCRIPTION

To answer emergency and non-emergency calls, including giving and receiving information. Dispatches emergency personnel including police, Fire/EMS, Department of Public Safety and Public Works. Assesses the type of emergency and determines the appropriate entity for dispatch in emergencies. Maintains communications with officers in the field, including welfare checks, looking up and relaying information on criminal histories, warrants and vehicles. Conducts searches for records on criminal histories, warrants and vehicles. Performs welfare checks on prisoners. Performs searches on prisoners as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

Receives calls from the public for various city functions (i.e., Police, Eire, Emergency Medical, Public Works, and Animal Services).

Prioritizes, relays, routes and/or transfers calls to appropriate agencies, units and/or departments as appropriate, including coordinating with outside agencies when applicable.

Dispatches appropriate units to emergency and non-emergency calls upon assessment of circumstances and acquiring information.

Provides pre-arrival instruction, medical information, and medical assistance to callers while dispatched personnel are enroute.

Documents all police and fire activity; always maintains tracking of police officers; maintains current radio log.
Maintains a wide variety of official logs and lists.

Maintains various files (i.e., missing persons, wanted persons, stolen items).

Maintains communications with unit personnel in the field; sends/confirm information to assist (i.e., criminal histories, driver’s license status, stolen vehicles, wanted persons, warrants).

Contacts other law enforcement agencies to obtain/provide vital and pertinent information.

Enters and/or removes information into the department’s TLETS/NLETS computer system (i.e., missing persons, warrants, stolen vehicles, stolen articles).

Monitors inmates/prisoners while in custody; searches prisoners as directed.

Operates and tests various standard and specialized equipment (i.e., TDD, VCR, computer terminals, radio console, facsimile machines, 9-1-1 equipment, printers, copy machines).

Perform all other duties as assigned.

**EDUCATION & EXPERIENCE**

High School Diploma or GED

**LICENSES & CERTIFICATES**

Possession of a valid driver’s license.

Basic Telecommunicator certification (TCOLE)

*Failure to obtain appropriate certification will result in non-disciplinary termination.*

**KNOWLEDGE, SKILLS & ABILITIES**

**Knowledge of:**

Operational characteristics, services and activities of a public safety emergency response and dispatch program.

Methods and techniques of emergency call response and dispatching.

Operational characteristics of various emergency recording and dispatching equipment.

Modern office procedures, methods, and computer equipment.

Geography and surrounding area of the city.

Modern and complex principles and practices of emergency dispatch training.

Pertinent federal, state, and local laws, codes, and regulations.
Skill in:
Data entry, record keeping, attention to detail, and listening.
Operating assigned equipment.

Ability to:
Recommend and implement goals and objectives for providing effective public safety emergency response services on an assigned shift.
Gather, compile, record and report data relating to dispatching activities.
Interpret and explain city emergency response policies and procedures.
Prepare clear and concise reports.
Communicate clearly and effective, both orally and in writing.
Always maintain a calm and professional demeanor.
Establish and maintain effective working relationships with the public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, gender, national origin, age, marital status, political affiliation, familial status, disability, sexual orientation, pregnancy, or gender identity and expression.

The City of Hutchins, Texas is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Hutchins, Texas will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with Human Resources.