



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	17
Pay Range	\$35,297.60 > \$51,168.00

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, fire, emergency medical, public works and animal control).

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 en route.

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/confirms 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.

Listening.

Making observations.

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 effectively, both orally and in writing.

Always maintain a calm and professional demeanor.

Establish and maintain effective working relationships with the general 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.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ADA COMPLIANCE

- Physical Ability** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of light weight (5-20 pounds). Tasks may involve extended periods of time at a keyboard or workstation.
- Sensory Requirements** Tasks require visual perception and discrimination. Tasks require oral communications ability.
- Environmental Factors** Tasks are regularly performed without exposure to adverse environmental conditions.

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 the HR Manager.



Employee Signature _____

Date _____