

CITY OF HUTCHINS

Communications Officer

JOB DESCRIPTION

JOB TITLE: Communications Officer **FLSA:** Non-Exempt

PAY GROUP: 15
Support

EEOC CATEGORY: Administrative

GENERAL SUMMARY

To answer emergency and non-emergency calls, including giving and receiving information. Dispatches emergency personnel, including police, firefighters, 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, and 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.

SUPERVISION

General supervision is provided by the Communications Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Receives calls from the public for various city functions, i.e., police, fire, emergency medical, public works, 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/assistance to callers while dispatched personnel are in route.

Documents all police and fire activity; maintains tracking of police officers at all times; maintains current radiolog.

Maintains a wide variety of official logs and lists.

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

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Maintains communications with unit personnel in the field, and 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, 911 equipment, printers, copy machines.

OTHER DUTIES AND RESPONSIBILITIES

Perform all other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED.

EXPERIENCE

None required.

LICENSES AND CERTIFICATES

Texas Law Enforcement Telecommunications System (TLETS) Operator certification within one (1) year of employment.

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

KNOWLEDGE, SKILLS AND 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.

Modem office procedures, methods and computer equipment.

Geography and surrounding area of the City.

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Modem 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.

Maintain a calm and professional demeanor at all times.
