

**City of Devine
Job Description**

Job Title: Telecommunications Operator
Reports To: Police Chief
Date Prepared: Updated June 2017

SUMMARY

Telecommunicators operate the complete communications system by relaying all necessary information to Police, Animal Control and other area Law Enforcement Agencies and from all personnel to the public. They are in direct contact with the public requiring tact, resourcefulness, and ability to make timely and accurate decisions. Work methods are reviewed through personal inspection and discussion.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Must have the ability to maintain strict confidentiality

Telecommunicators answer Police lines between 0800 hrs. and 1700 hrs., Monday through Friday, not including recognized city holidays.

General: Greet public in a courteous and professional manner, schedule appointments, handle routine inquiries, relay messages to staff, process and route departmental mail, type and file letters, memos, and reports, monitor office supplies as needed. Must have the capability to communicate effectively with diverse and sometimes irate individuals and to handle calmly and efficiently situations ranging from routine to emergency.

Maintain the fax machine.

Radio Operations: All emergency personnel will be dispatched in a confident, calm and professional manner. The telecommunicator will continue to provide pertinent information to responding officers. This information is obtained by questioning caller about scene hazards, violence, exact location, etcetera.

Resource Networking: The telecommunicator has, on hand, the capability of gaining access to support resources, such as backup units, poison control centers, hazardous-material information, child abuse caseworkers, utility companies, etc. The telecommunicator must be creative and innovative in knowing who to call in a given instance.

Knowledge of all established communication operations and radio procedures. Knowledge of the use of Texas and National Law Enforcement Telecommunications System Operations and teletype communications procedures.

Knowledge of city streets, surrounding area and locations of important buildings.

Positive attitude towards all aspects of the job.

Willingness to participate as a team player.

Ability to listen and comprehend the caller's request for help.

Take command of the conversation to obtain necessary information.

Make independent and appropriate decisions.

Think and respond accurately and quickly as the emergency situation dictates.

Reassure a frightened, confused or upset caller.

Address the needs and concerns of the caller.

Respond as special circumstances may dictate, including coordinating multi-jurisdictional agency responses or local resources other than public safety.

Responsibility for being the TAC (Terminal Agency Coordinator)

Keep track and notify Supervisor of personnel needing Omnixx training(s)

Responsible for all documentation needed for Texas Crime Information Center audits

Must be able to multi-task

Must be cross trained with duties of Administrative Assistant

Must have organizational skills

Must have the ability to type efficiently and accurately

Must be able to operate a personal computer and learn quickly to use the software programs utilized by the department

Must be able to keep up with a fast paced work environment with many interruptions

Must be able to maintain office equipment

OTHER DUTIES

Local records check for the Public and for the Devine Housing Authority.

Monthly update and review of Local Business Book (Blue Book)

Enter and print Calls for Service for Police and Animal Control on a Daily Basis

Logging of Criminal Histories

Run stolen checks on Pawn tickets, as applicable

Light Cleaning (as needed or instructed)

EDUCATION AND/OR EXPERIENCE

High school diploma or general education degree GED; Must obtain TLETS, TCIC and NCIC certifications within 90 days of employment by State Law.

Spanish speaking is a plus.

Must not have any Class B or above Misdemeanor conviction or any felony.

CERTIFICATES, LICENSE, REGISTRATIONS

Valid Texas Driver's License

PHYSICAL AND ENVIRONMENTAL CONDITIONS

The physical demands and work environment are representative of those that must be met by an employee to successfully perform the essential functions of this job or which the employee will encounter. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are performed indoors in a specified workplace. Some light work requiring occasionally lifting up to 20 lbs. to move objects. The employee must have normal vision, hearing and understandable articulation. Work may also require stooping, kneeling, crouching, standing, walking, pushing and pulling.

I, the applicant, understand that this document is not to be construed as a contract, either implies or explicit. All the information contained herein is merely an attempt by the City of Devine to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be placed upon me at any time.

Applicant's Signature: _____ Date: _____

AUTHORIZATION FOR RELEASE OF PERSONAL INFORMATION

I, the undersigned, _____, do hereby authorize a review of and full disclosure of all records concerning me to any duly authorized agent of the Devine Police Department, whether the said records are of a public, private or confidential nature.

The intent of this authorization is to give my consent for full and complete disclosure of the records of educational institutions, financial or credit institutions, including records of loans; medical and psychiatric treatment and or consultation, including hospitals, clinics, private practitioners, and the US Veterans Administration; employment and pre-employment records, including background reports, efficiency ratings, complaints or grievances filed by or against me; and the records and recollections of attorneys at law, or other counsel, whether representing me or another person in any case, either criminal or civil, in which I presently have, or have had an interest.

I understand that any information obtained by a personal history background investigation which is developed directly or indirectly, in whole or in part, upon this release authorization will be considered in determining my suitability for employment with the Devine Police Department. I also certify that any person(s) who may furnish such information concerning me shall not be held legally accountable for giving this information in any way; and I do hereby release said person(s) from any and all liability which may be incurred as a result of furnishing such information.

A photocopy of this release form will be valid as an original thereof, even though the said photocopy does not contain an original writing of my signature.

Signature of Applicant

Address of Applicant

Social Security Number

Subscribed to and Sworn before me this ____ of _____ 20____.

Notary Public, State of Texas