



JOB DESCRIPTION

JOB TITLE:	Police Telecommunicator
DEPARTMENT:	Police Operations
CLASS TYPE:	Clerical
REPORTS TO:	Administrative Services Commander
FLSA/STATUS:	Regular/Full-time, Non-Exempt

Under the general direction of the Police Captain, the Communications Officer receives calls for emergency services and dispatches the appropriate emergency response unit to respond to the call, monitors the prisoner holding facility, monitors a number of data sources, and communicates information to the appropriate parties. This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential; these include, but are not limited to, attendance, getting along with others, working a full shift, and dealing with and working under stress.

**ESSENTIAL JOB FUNCTIONS:**

Duties include but are not limited to the following:

- Receives calls for emergency or routine services; questions callers to obtain information required to dispatch emergency response units.
- Determines appropriate emergency response unit by checking references; notifies the appropriate unit of the type of call, location and other available information.
- Provides additional information to field units dispatched to answer calls; monitors radio reports and requests for information or assistance from field units responding to calls.
- Operates computer terminal and searches files to obtain information required by units.
- Notifies other agencies of call which may affect those agencies or require additional services; forwards routine calls to the proper City department or agency; notifies appropriate utility unit of situations which may involve or require the services of the utility department.
- Performs test of radio and telephone equipment at assigned intervals when needed; notifies supervisor and repair personnel of equipment malfunctions.
- Maintains and updates records regarding equipment tests, street closings, fire hydrants out of service and run books; notifies the effected field units of street closings.
- Receives and provides information regarding City Services after regular business hours; notifies employees scheduled to be on call of situations requiring response.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Familiarity with Federal Communications Commission Rules and Regulations governing radio operations.
- Good knowledge of the City of Forest Hill streets and boundaries.
- Skill in operation of a computer terminal.
- Skill in operation of two-way radio equipment.
- Skill in obtaining critical information from citizens reporting emergency situations.
- Ability to communicate tactfully, and effectively with members of public, employees of other city departments, and employees of other agencies.
- Ability to speak in a clear, articulate manner.
- Ability to concentrate on calls from citizens or radio messages to and from field units despite distractions caused by other calls or conversations.
- Ability to determine priority calls, procedures, and appropriate field units by reading maps, run logs, technical manuals and departmental procedures.
- Ability to maintain and update files and records. Ability to complete standard report forms.
- Ability to remain calm in emergency situations.
- Ability to multi-task in stressful situations.

## **REQUIRED TRAINING AND EXPERIENCE**

High School diploma or its equivalent GED. Must have abilities to: comprehend rapidly; read, write, and communicate effectively in person and by telephone with the public in the English language; establish and maintain effective working relationships; and communicate courteously with other city employees, officials, contractors, and the public.

## **LICENSES AND CERTIFICATES:**

- Must be a United States Citizen.
- Must meet the requirements for TCOLE Basic Telecommunicator License.
- Must be of good moral character as determined by comprehensive background investigation.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer. The employee is frequently required to sit and talk or hear. The employee is frequently required to stand, walk, and use hands to finger, handle, or operate objects and controls. The employee is occasionally required to reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, and taste or smell. The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.