

JOB TITLE: Communications Officer

FLSA DESIGNATION: Non-Exempt

OCCUPATIONAL CATEGORY: Official and Clerical

OBJECTIVES:

Under general supervision, to receive all incoming telephone and radio calls. This person is responsible for rapid dispatch and documentation of needed services, sometimes providing information to the public until the responding units arrive and is responsible for using all communications equipment and procedures.

ORGANIZATIONAL RELATIONSHIPS:

- 1. REPORTS TO:** The Communications Supervisor
- 2. DIRECTS:** Does not supervise any employees
- 3. OTHER:** Works with all protective service personnel to coordinate effective response in emergency situations

GENERAL STATEMENT OF DUTIES:

The Communications Officer is responsible for the following duties:

- answering incoming telephone calls from citizens via E9-1-1, TDD (Telephone Device for the Deaf), and multiple administrative phone lines;
- taking messages;
- making outgoing calls as necessary or requested;
- directing all callers to appropriate departments and/or agencies as needed;
- maintaining accurate records of radio and telephone calls for service logs using the CAD (Computer Aided Dispatch) system for rapid entry;
- gathering crucial information to prioritize and dispatch calls for service to appropriate department and/or agency responders via multiple channel radios;
- using established protocols to provide pre-arrival instructions to emergency callers until appropriate units arrive on scene;
- monitoring and responding to all radio traffic directed to Marble Falls Communications Center;
- maintaining officer safety by insuring adequate back-up and by attaining continuous status checks according to standard operating procedures;
- monitoring weather systems and bank alarms and handling activations as necessary;
- entering and retrieving information from the TCIC/NCIC computer systems according to FBI mandates, including the processing of pawn shop tickets and the entering of pawn shop tickets into the CAD;
- processing input and output of computerized warrants;
- maintaining phone databases in the CAD;

- filing police documents and locating them when necessary;
- providing information service to the general public; and
- performs such other duties as may be assigned or required.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

The Communications Operator is required to lift and carry up to 20 pounds and to pull, push, or drags up to 50 pounds of materials and supplies. The Communications Operator must be able to stand or sit for extended periods. He or she must be able to wear a headset to communicate over the phone. The Communications Operator uses eyes, ears, hands and fingers to perform assigned duties and responsibilities rapidly and works various hours and days to accommodate required overtime or shift work. He or she must also be able to stand or sit for up to four (4) hours minimum. This position requires the employee to have 20/20 vision with or without corrective lenses and must first perceived forced whispered voice at greater or equal to five (5) feet with or without a hearing aid. The job of Communications Operator is performed mainly indoors in a climate-controlled environment.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND TRAINING:

The Communications Operator must have the ability to learn the methods, practices, equipment, and materials used for emergency communications; the ability to speak clearly and distinctly; the ability to exercise good judgment; the ability to react calmly and quickly; the ability to prepare concise and accurate reports; and the ability to communicate effectively, verbally and in writing. The Communications Operator must possess a working knowledge of computers and have above average typing skills. He or she must also possess skills in coordinating and handling multiple tasks simultaneously. The Communications Operator must have the ability to perform in a highly stressful environment; must be able to attend required out of town and/or overnight training courses as necessary; and must have the ability to establish and maintain effective working relationships with other employees, other city departments, and the general public.

EDUCATION, WORK EXPERIENCE, CERTIFICATIONS AND LICENSES REQUIRED:

1. High school diploma or GED equivalent.
2. A valid Texas driver's license.
3. Basic Telecommunication Certification from the Texas Commission on Law Enforcement Officers Standards and within one year of employment

Failure to obtain a Telecommunication Certification from the Texas Commission on Law Enforcement Officers Standards and Education within two 1 year of employment will result in termination of employment unless an extension for good cause is granted in writing by the Communications Supervisor.