

Job Description: Communications Officer I

Reviewed 06-04

Salary:

FLSA Status: Non-Exempt

Summary: Entry Level

Ensures smooth operation of day-to-day telecommunications functions for the police department.

Organizational Relationships:

1. *Reports to:* Communication Supervisor
2. *Directs:* Non-supervisory position.
3. *Other:* Has frequent contact with other city employees; other law enforcement agencies; Texas Department of Public Safety; judges; attorneys; and the general public.

Essential Duties

- Ensures proper record keeping practices.
- Shares information and works with other law enforcement agencies as directed and appropriate.
- Performs such other duties as may be assigned.
- Receives incoming calls to the police department.
- Receives “911” emergency calls for all emergency services to public.
- Properly prioritizes call as they come in.
- Dispatches call to police officers over radio and other communication systems.
- Dispatches calls to fire department over radio and other communication systems.
- Performs all necessary computer and record functions.
- Enters information into TLETS/TCIC/NCIC ¹in the standard format.
- Requests information from TLETS/TCIC/NCIC in a standard request format.
- General housekeeping of communications area.

Required Knowledge, Skills, and Abilities:

Knowledge of: all applicable laws, rules and regulations, and department policies; city ordinances; and the use and care of specialized equipment.

Skill/Ability to: establish and maintain effective working relationships with other law enforcement agencies, judicial officials, and the general public; analyze situation and adopt a quick, effective, and reasonable course of action; communicate effectively, both orally and in writing; prepare reports, operate computer with standard word processing

¹ TLETS – Texas Law Enforcement Teletype System
NCIC – National Crime Information Center (data base of FBI)
TCIC – Texas Crime Information Center (data base of TxDPS)

and data inquiry software. Typing or word processor proficiency may be demonstrated or satisfactory test score (35 wpm+) may be required. Passing a standard written aptitude exam may also be a requirement.

Normal speech, normal or corrected vision, and normal or corrected hearing.

Acceptable Experience and Training:

General public work experience preferred (entry level) .

Certificates and Licenses Required:

High school or equivalent.

Basic Telecommunications Operator certificate after first 6 months but completed before one year.