

Job Title: Telecommunications Officer (TCO) I

Job Number: TC.01
Department: Police
FLSA Category: Non-Exempt
Range: Telecommunications
Approved Date: 7/1/13

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

Organizational Relationships:

Reports to: Communication Supervisor
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 and Responsibilities include the following. Other duties may be assigned.

- Ensure proper record keeping practices.
- Share information and work with other law enforcement agencies as directed and appropriate.
- Receive incoming calls to the police department.
- Receive “911” emergency calls for all emergency services to public.
- Properly prioritize calls as they come in.
- Dispatch calls to police officers over radio and other communication systems.
- Forward emergency and non-emergency calls for fire department dispatch.
- Perform all necessary computer and record functions.
- Enter information into TLETS/TCIC/NCIC in the standard format.
- Request information from TLETS/TCIC/NCIC in a standard request format.
- General housekeeping of communications area.
- Maintain officer safety at all times.
- Monitor prisoners via camera system.
- Help officers by contacting other agencies for assistance.
- Help track down wanted and missing persons in the city.
- Assist animal control via radio.
- Maintain open lines of communication between agencies during high priority incidents.
- Check court records for wanted subjects.
- Maintain safety and security of police department.

Marginal Duties and Responsibilities include the following. Other duties may be assigned.

- None.

Supervisory Responsibilities:

None.

Required Education and/or Experience:

High school education or G.E.D.; three to six months related experience or training; or equivalent combination of education and experience.

Preferred Education and/or Experience:

High school education or G.E.D.; six months to twelve months related experience or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations:

Must possess a Basic Level Telecommunications Operator certificate issued by the Texas Commission on Law Enforcement (TCOLE), within 12 months of appointment.

Core Competencies:

Customer Service: Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Dependability: Responds to requests for service and assistance. Follows instructions, responds to management direction. Takes responsibility for own actions. Commits to doing the best job possible. Keeps commitments. Meets attendance and punctuality guidelines.

Job Knowledge: Competent in required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.

Quality: Demonstrates accuracy and thoroughness. Displays commitment to excellence. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.

Teamwork: Balances team and individual responsibilities. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Contributes to building a positive team spirit. Puts success of team above own interests.

Specialized Competencies:

Communications: Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.

Judgment: Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision making process. Makes timely decisions.

Safety and Security: Observes safety and security procedures. Determines appropriate action beyond guidelines. Uses equipment and materials properly. Reports potentially unsafe conditions.

Strategic Thinking: Develops strategies to achieve organizational goals. Understands organization's strengths and weaknesses. Analyzes market and competition. Identifies external threats and opportunities. Adapts strategy to changing conditions.

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 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.

Equipment, Machines, Tools and Work Aids:

Experience in using computer, typewriter, calculator, telephone, tape recorder, fax machine, copier, and postage machine.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Environment:

The noise level in the work environment is usually quiet to moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Other:

Employee is required to work different shifts.