



CITY OF INGLESIDE JOB DESCRIPTION

Telecommunications Officer

Department: Police
FLSA Status: Non-Exempt
Effective Date: 02/24/2020
Pay Grade: 6

POSITION SUMMARY

Performs intermediate technical work dispatching law enforcement, fire, non-emergency and public safety services on an assigned shift, and related work as apparent or assigned. Work is performed under the limited supervision of the Telecommunication Supervisor.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operates emergency communication system; answers all emergency calls; receives complaints and requests for service; obtains necessary information and dispatches appropriate personnel and/or advises callers of proper contact for assistance or information.
- Receives requests and supplies information regarding warrants; sends and receives messages regarding vehicle registrations, driver's license information, etc.
- Sends radio transmissions to officers and other agencies to obtain officer and community assistance; maintains radio contact with dispatched personnel; provides pre-arrival and post-dispatch instructions.
- Transmits and receives information via Texas Crime Information Center (TCIC) and National Crime Information Center (NCIC) networks on a computer terminal; verifies and enters warrants, citations, trespass warnings into system for officers and the courts.
- Maintains and enters reports into records management system; processes incoming and outgoing criminal papers; records details of calls for service.
- Provides customer service to department visitors; receives and responds to requests for information.
- Receives, receipts, and maintains records for various fees; performs daily procedures for money drawer count for charge of reports and accounts for money in receipt book.
- Complete assigned health and safety courses to create a safe work environment

SUPERVISION RECEIVED AND EXERCISED

- Limited supervision
- Under the direction of the Telecommunications Supervisor.

EDUCATION AND EXPERIENCE REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education – High School / GED

Experience –

License or Certificate –Must meet and maintain all department, State and Federal training and education requirements for position

Valid driver’s license in the State of Texas

Special Requirements - Obtain Texas commission on Law Enforcement (TCOLE) Basic Telecommunications certification within six months.

Required Education	High School / GED
Required Experience	None
Combination OK?	Yes

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Thorough knowledge of the geography of the City and location of important buildings
- General knowledge of the methods of operating the communications system
- General knowledge of radio and teletype procedures
- Some knowledge of police methods, practices, and procedures
- Ability to speak distinctly
- Ability to deal with the public under trying conditions
- Ability to operate communication consoles
- Ability to acquire and relay information accurately
- Ability to prepare and maintain accurate detailed records
- Ability to type at a reasonable rate of speed
- Ability to multi-task
- Ability to establish and maintain effective working relationships with associates, legal representatives, local and public safety officials, and the public.

Admin.	Memos, letters, and reports
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PHYSICAL DEMANDS

The physical demands herein 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 these essential job functions.

- This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force
- work regularly requires sitting, speaking, or hearing and using hands to finger, handle or feel, frequently requires walking and repetitive motions, and occasionally requires standing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling
- work has standard vision requirements
- vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly
- hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound

Weight	10-25 lbs.
Environment	Mod. noisy
Physical Activity	Moderate

- work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions
- work is generally in a moderately noisy location (e.g. business office, light traffic).

Personnel and Policy Handbook section 3-C

“all new employees are required to complete the FEMA IS-100, IS-200, and IS-700 within the first six (6) months of employment. All supervisors and managers are also required to complete the FEMA IS-300 and IS-400 within six (6) months of holding position.”

Note: The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position. Nothing in this job description restricts management’s right to assign duties and responsibilities to this job at any time. The omission of specific job duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.

Employee Signature

Date