

**CITY OF WEST COLUMBIA
JOB DESCRIPTION**

**APPROVAL DATE:
REVISION DATE:**

Job Title: Telecommunication Operator
Department: Police
Location: Police Department

GENERAL PURPOSE

Performs a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeping official records; and assisting in the administration of the standard operating policies and procedures of the dispatch center.

SUPERVISION RECEIVED:

Works under the supervision of the Telecommunication Supervisor.

SUPERVISION EXERCISED

Exercises general supervision over staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Receive emergency service calls from the public requesting law enforcement, animal control, fire, ambulance or other emergency service; determine nature, location, and priority of emergency; dispatch emergency units as necessary; maintain compliance with established procedures for operating a dispatch system.

Receive and forward non-emergency calls to proper personnel or departments; receive and dispatch water, sewer, and street department calls on holidays, weekends, and after hours.

Maintain contact with all units in assignments using a two-way radio; maintain status and location of law enforcement and fire units; maintain daily log of all field calls and units dispatched.

Monitor all communications related to performance of police, fire, EMS, animal control, and public works functions.

Maintain written records on a variety of log forms and time cards.

Telecommunication Operator

Page 2

Answer multi-line telephones, including 911 lines.

Communicates effectively, courteously and clearly in English, verbally and in writing; including speaking distinctly, responding promptly, hearing in the normal range, to protect the safety of officers and the public.

Comprehend and apply City ordinances, policies, and procedures.

Simultaneously input, retrieve, and maintain information, reading from both computer screens and print-outs, and operating multiple keyboards at once.

Operate multi-channel police radio system.

Prepare incident reports and maintain various files.

Concentrate on assigned tasks through many distractions.

May occasionally be required to assist in the searching of prisoners.

Attends training schools/seminars and other city related events which may require travel (occasionally overnight).

Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed.

Reviews all reports from officers for completeness and follow-up.

Maintains dispatch center work area and equipment in clean and working condition.

Operates listed office machines as required.

Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

Inputs data to standard office and department forms, both manual compiles and tabulates data.

Maintains dispatch documents and records; helps prepare case report.

Performs routine clerical duties.

Telecommunication Operator

Page 3

Works under pressure, exercises good judgment, and makes sound decisions in emergency situations.

Effectively and courteously communicates with and elicit information from upset and irate citizens.

Types accurately at a speed necessary for successful job performance.

Communicates clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

Uses TDD and other telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement and fire agencies.

Communicates with walk-ins and provides general information or referrals as needed.

Work in confined area for eight plus hours and remain seated for long periods of time entering data into various computer systems on a constant basis.

Be available to work any shift, holiday, and weekends as needed for scheduling purposes and performs other assigned duties as required.

Works independently in the absence of supervision.

PERIPHERAL DUTIES

Monitors individuals in holding cells for proper conduct, safety, and medical or other needs.

Assists in training new employees.

Monitors flood warning system.

DESIRED MINIMUM QUALIFICATIONS

General:

- (A) Must be 18 years or older at the time of employment;
- (B) No felony convictions or disqualifying criminal histories within the past seven years;
- (C) Must be able to read and write the English language;
- (D) Possess notary public certification within six months.

Education and Experience:

Telecommunication Operator

Page 4

- (A) High school diploma or equivalent.
- (B) An equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- (B) Some skill in operation of listed tools and equipment.
- (C) Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

SPECIAL REQUIREMENTS

- (A) No criminal convictions.
- (B) Must be capable of becoming Texas Crime Information Certified (TCIC),
- (C) National Crime Information Certified (NCIC), 911, Telephone Device for the Deaf (TDD) and dispatcher certified.

TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including work processing software; copy machine, fax machine; radio; typewriter, telephone device for the deaf (TDD).

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Telecommunication Operator
Page 5

The employee must occasionally lift and/or move more up to 10 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

WORK ENVIRONMENT

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.

The noise level in the work environment is usually noisy at times.

TRAINING

Must attend Texas Department of Public Safety TLETS/NLETS and TCIC/NCIC Operating Procedures School (40 hours) within first year of employment; attend update schools as required by DPS.

Must attend 911 schools and TDD training as required.

Any other training as deemed necessary by supervisor.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of 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 agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Supervisor

Approval: _____
Appointing Authority