

TELECOMMUNICATIONS OFFICER

Hourly Wage: \$16.82

FLSA: Full Time, Non-Exempt



DEPARTMENT/DIVISION: Elgin Police Department/Telecommunications

Definition

Under direct supervision of the Telecommunications Supervisor, this position is the "first responder" during an emergency. Will be the voice of the Police Department and will gather important information that will ensure that the police will arrive to the scene of the emergency as quickly as possible and that the officer will have intelligence on the situation they are responding to. This position plays the vital role of reassuring citizens, gathering vital information and documenting that information as quickly and accurately as possible.

This position is scheduled for 12-hour shift rotations and will include nights and weekends. The employee must be able to work the required schedule.

SUPERVISION RECEIVED AND EXERCISED

Reports to Telecommunications Supervisor

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

- Provides customer service by phone, in person and online to the general public, Police Department and City staff.
- Transfers calls, responds to questions and requests, referring complex issues to the appropriate person, giving directions or assisting citizens with location services, taking messages where appropriate.
- Operates 911 communications equipment to monitor and determine the exact nature of each request for service.
- Determines location and agency involvement of each incident as required.
- Determines nature of complaint and alarm and code them for computer input.
- Enters incident data in computer, on appropriate form, or relays calls to appropriate form, personnel.
- Routes non-emergency calls to appropriate personnel and/or agency.
- Operates Police Emergency Radio System in accordance with FCC rules and regulations.
- Maintains constant awareness of status of mobile units and updates information as it changes.

- Receives radio calls from field units; transmits messages via radio or telephone using a Computer Aided Dispatch/Mobile Data Terminal computer system.
- Updates information on an ongoing basis to ensure all documentation is accurate and concise.
- Performs computer clearances and information searches for Police Officers and Detectives using the National Crime Information System (NCIC) and Texas Crime Information System (TCIC), performing the function of “eyes and ears” for officers when responding to emergency calls.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the operations of a Police Department Communications Center.
- Skill in oral and written communication.
- Skill in handling conflict and uncertain situations.
- Skills in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Ability to work in close quarters and to wear a telephone headset (if requested).
- Ability to apply telephone interviewing techniques.
- Ability to quickly and accurately obtain appropriate information.
- Ability to read and write Spanish is preferred.
- Ability to deal tactfully with the public and others.
- Ability to establish and maintain effective communication and working relationships with city employees and the public

EDUCATION, TRAINING AND EXPERIENCE:

Any combination of education, training and experience that would provide the required knowledge, skills and abilities is qualifying.

High School Diploma or GED.

Type 30 wpm.

Bilingual in Spanish in verbal, reading and written word skills preferred.

License/Certification:

Valid Class C Texas Driver’s license.

TCOLE Tele Communicator Basic Certification or the ability to obtain certification within 12 months of hire.

WORKING CONDITIONS:

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate specialized telecommunications equipment and standard office equipment’ and reach with hands and arms.

The employee occasionally stands or walks and lifts and moves records and documents weighing up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus. This position requires the incumbent to engage in moderate to strenuous physical activity, work with tools and equipment, drive vehicles or equipment, perform repetitive motions, and perform work involving the entire body.

Mental

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills' read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing , intensive deadlines, on multiple concurrent tasks; work with constant interruptions; interact with staff, law enforcement representatives, and the general public and remain calm when conveying and recalling information in emergency situations and dealing with emotionally upset individuals. The incumbent will be required to work in a para military environment with a highly structured chain of command system.

Environmental Elements

Work is confined mainly to an office setting with a noise level that is quiet or moderately quiet. This position requires the incumbent to be able to sit or stand for extended periods of time. This position requires the incumbent to work alongside other employees in a confined, dimly lit area with freedom of movement outside of the workspace.

This job description is not intended to be all-inclusive. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. An employee may also perform other reasonable related business duties as assigned by his/her immediate supervisor. This position is an at-will Exempt Management position. The position is salaried, and no additional compensation is authorized for overtime.