



JOB DESCRIPTION

Job Title: Communication Officer

Department: Police

Supervisor: Communication Supervisor/Patrol Supervisor/Command Staff

General Purpose

This position provides communications support for the Police Department.

Supervision Received

Works under direct Command Staff and/ or patrol supervisor on duty.

DESCRIPTION OF WORK

Reports to Administrative Commander. Under general supervision by Patrol Supervisor, a person in this position is responsible for dispatching police officers, fire and EMS to emergency calls upon requests keeping records on all calls dispatched operating the CAD/TCIC/NCIC terminal to provide information to police officers and other agencies, meeting and dealing with the public tactfully and courteously.

EXAMPLES OF WORK

- A. Receives complaints and requests from the public concerning emergencies, crimes and service calls.
- B. Dispatches police officers on emergencies, police calls and service calls. Makes a judgement as to priority of calls and dispatches officers accordingly.

- C. Dispatches wrecker services.
- D. Keeps records of every dispatched call (includes time call received, time officer dispatched, time officer arrived at scene, time call completed, nature of call, officer dispatched, and disposition of call).
- E. Gives various instructions to officers on duty.
- F. Dispatches maintenance workers on maintenance calls after regular duty hours.
- G. Disseminates, where appropriate, information to other police departments
- H. Operates computer terminal, TELETS, NLETS and CCHI system
- I. Makes entries of stolen items, wanted persons, vehicle registration checks, plus numerous other items.
- J. Maintains TCIC/NCIC file system, CCHI Log, missing person file.
- K. Maintains a log of radio traffic
- L. Operates and maintains recording system.
- M. Operates in -house personal computer and student information terminal.
- N. Answers requests for information from the public in a tactful, courteous manner.
- O. Performs related duties as required.

MINIMUM QUALIFICATIONS

Education:

High school diploma or GED equivalency. Must pass Tele-Communicators Licensing Exam

Training:

On the job training and successful completion of training state courses. Telecommunications Academy. Mandatory In-Service required 20 hours every two years.

Skills:

Ability to receive and transmit emergency messages where accuracy is essential. Should be qualified typist (45 WPM) in order to make transition to TCIC/NCIC computer terminals. Computer skills preferred. Should be able to perform under pressure generated by many simultaneous demands for time and attention from the operations and the public. Thorough knowledge of standard operating procedures, especially dispatching procedures of the Communications Center. Knowledge of, or ability to learn, the operation of the TCIC/NCIC computer terminal. Must be able to read computer printout and visual alarm systems. Ability to speak in a clear, well-modulated voice and to remain calm during emergency situations Ability to work quickly and efficiently. Ability to deal with the public in a tactful and courteous manner.

Experience:

Experience in clerical duties, typing, and filing. Must be emotionally mature.

Physical:

Free of any physical, emotional or mental condition which might adversely affect their employment performance.

NOTE

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be thought of as a complete list of all possible responsibilities, duties, and/or skills of all personnel so classified. The "performs other work as required or assigned" statement is to be understood that it may be necessary to expand an employee's duties and/or responsibilities on a daily or permanent basis.

THE CITY OF LOS FRESNOS' GOAL IS TO ENSURE CUSTOMERS RECEIVE THE BEST POSSIBLE EXPERIENCE.

Employee Signature

Date

Department Head Signature

Date

City Manager Signature

Date

Revised: August 2017