
JOB DESCRIPTION

Job Title: Public Safety Communicator

Department: Police

Class: 532

Pay Group: 11

FLSA Status: Non-exempt

EEOC Category: Office/Clerical

Reports To: Public Safety Communicator Supervisor

Objective

To coordinate efficient response in emergency situations.

General Statement of Duties:

Reading and transmitting telephone and radio messages to and from police field units; and keeping a log of pertinent information received during the shift.

Examples of Work:

1. Receives incoming calls on both the telephone and radio and takes appropriate action, such as dispatching an officer, ambulance, or fire truck to the scene, recording information and providing information.
2. Maintains radio contact with mobile police units and with other law enforcement and fire officers and agencies.
3. Relays information to personnel in the field.
4. Maintains a log or other record of all radio communications, offense numbers, arrests, prisoner releases, wrecker rotation, and fuel usage as required.
5. Runs computer checks on vehicle registrations, stolen checks, stolen goods and vehicles, driver's licenses, wanted persons, etc.
6. Operates teletype, radio telephone and video devices and tests equipment for proper operation.
7. Monitors burglar, robbery, and fire alarms, and dispatches appropriate personnel.
8. Prepares documentation of requests for police services including house watch.
9. Receives payments and issues receipts for fines, fees, permits, and other charges.
10. Receives after-hour calls for Public Works Department, paging personnel as required.
11. May assist officers with prisoners, including audio and/or visual check of prisoner's welfare, searches, etc.
12. Keeps prisoner log.
13. Performs such other duties as may be assigned.

Supervisory Responsibilities

None

Competency

To perform the job successfully, an individual should demonstrate the following competencies:

1. **Analytical** - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.
2. **Problem Solving** - Identifies and resolves problems in a timely manner; develops alternative solutions; uses reason even when dealing with emotional topics.
3. **Customer Service** - Manages difficult or emotional customer situations; responds to requests for service and assistance; meets commitments.
4. **Interpersonal Skills** - Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas.
5. **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; demonstrates group presentation skills; participates in meetings.
6. **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
7. **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team spirit; puts success of team above own interests.
8. **Leadership** - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
9. **Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
10. **Cost Consciousness** - Works within approved budget; develops and implements cost saving measures; conserves organizational resources.
11. **Diversity** - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
12. **Judgment** - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
13. **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
14. **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
15. **Adaptability** - Manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
16. **Innovation** - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

Required Knowledge, Skills, and Abilities:

Ability to communicate effectively both orally and in writing; ability to work with general public; ability to use radio and electronic data communication; ability to handle several items at one time, possibly under a stressful situation; ability to type at a speed of at least 45 words per minute with a high degree of accuracy, and ability to operate a computer.

Acceptable Experience and Training:

High school graduation or its equivalent and at least six months related experience (related business or technical school training may be substituted equally for experience), with special law enforcement telecommunications training preferred, or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Certificates and Licenses Required:

Valid Texas driver's license. Telecommunications operator certification from the Texas Commission on Law Enforcement Officer Standards and Education within 1 year from hire.