

DEPARTMENT: SHERIFF
DIVISION: ENFORCEMENT
POSITION: COMMUNICATIONS OPERATOR
SUPERVISOR: COMMUNICATIONS DIRECTOR

JOB DESCRIPTION:

This is responsible work involving the skillful and prompt operation of communications center. The communications center serves the Office, other law enforcement agencies in the county, fire protection agencies, and other emergency responders in Randall County. A communications operator is responsible for the receipt, transmission, and storage of radio, telephone, and teletype messages. Disposition of the calls is completed in accordance with established procedures; however, an employee of this class must exercise judgment using knowledge of the safety services, protection systems, and geographic layout of the county. Supervision and assignments are received from an administrator or the Communications Supervisor, verbally and in writing. The employee is responsible for operation of communication equipment in accordance with FCC directives and Office policies. All assignments are subject to review. Work is in an office environment.

EXAMPLES OF TASKS PERFORMED:

1. Answers incoming telephone calls, receiving requests for services or information; connects incoming calls to appropriate offices, providing routine information, or taking other appropriate action; receives and relays various types of alarm calls
2. Answers all 9-1-1 emergency calls and handles each call according to the Potter-Randall County Emergency Communications District regulations and Office policies, procedures, regulations and rules
3. Maintains radio contact with mobile police units, fire protection agencies, other emergency responders in Randall County and other law enforcement agencies; dispatches patrol personnel to investigate incidents or in response to requests for police and other emergency personnel as required; receives reports from mobile units
4. Operates teletype; tests equipment to ensure proper working order
5. Maintains a log of radio traffic and calls for service; maintains other TCIC/NCIC and FCC directives
6. Functions as communications link in event of natural disaster, civil disturbance or riot, and hazardous materials incidents
7. Assists in training new employees
8. Performs other related work as required or assigned

REQUIREMENTS:

1. Must be a tele-communicator licensed by the Texas Commission on Law Enforcement
2. Must possess a valid Texas Driver's license
3. Successful completion of (180) one hundred eighty days probationary period
4. Freedom from hearing or speech defects
5. Ability to read and write the English language
6. Ability to respond to pages, telephones, two-way radios, and other auditory stimulation
7. Ability to remain calm under stress
8. Certified as a 9-1-1 operator through the Potter-Randall Emergency Communications District
9. Ability to endure long periods of sitting
10. Ability to evaluate and interpret information and make independent decisions
11. Ability to do multiple tasks simultaneously

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS:

- Working knowledge of computer terminals, radio and telephone communications equipment and 9-1-1 equipment
- Knowledge of the street system and geography of the county and adjacent areas or the ability to acquire such knowledge during a reasonable period of training
- Ability to think and act quickly, accurately and calmly in emergency situations
- Ability to develop, within a reasonable training time, skill and speed in the operation of telephone, radio, teletype and related communications equipment together with a knowledge of police safety functions and procedures
- Ability to perform multi-tasks simultaneously
- Ability to tolerate confinement to work area during entire eight-hour shift
- Ability to maintain privileged or confidential information
- Ability to deal courteously with and maintain working relations with the public, other county offices and other law enforcement agencies