

POSITION DESCRIPTION

Class Title: Telecommunications Operator Job Code Number:
Department: Dispatch Grade Number: CL-3
Date: January 18, 2024

GENERAL PURPOSE

Performs a variety of dispatch duties on behalf of the Pampa Police Department and other emergency service agencies; provides for the delivery of emergency and non-emergency services to the public; prepares dispatch records and documentation; operates various types of telecommunications equipment; and performs a variety of clerical, administrative, and other related duties as assigned.

SUPERVISION RECEIVED

Works under the close supervision of the Dispatch Supervisor.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers emergency and non-emergency calls for police, fire, personal assistance, and emergency medical assistance; determines appropriate call classification and priority.
- Answers incoming emergency calls; interviews and calms callers, and gathers details; evaluates information, prioritizes calls, determines actions required, and appropriate response; dispatches emergency responders and resources; relays pertinent information to law enforcement and public safety personnel in a concise, organized, and understandable manner; monitors radio channels and provides immediate information and assistance.
- Follows procedures to provide assistance and information to emergency services personnel and general public; notifies other state, federal and regional agencies as needed.
- Enters call information into Computer Aided Dispatch records management system; tracks a variety of law enforcement and public safety agency resources, personnel, and incidents.
- Provides detailed call information to Officers; maintains status and awareness of all public safety unit locations; monitors message traffic, and relays information to assure that responders' safety is top priority; notifies key City personnel on critical incidents.
- Performs inquiries and criminal history checks for Officers through National Crime Information Center (NCIC), and Texas Law Enforcement Telecommunications System (TLETS).
- Searches state and national databases at Officer's request.
- Gathers information on non-emergency calls, and responds appropriately; provides information, instructions and assistance to the public within scope of authority and training.
- Maintains and updates a variety of computer databases, resource management systems, and files; enters, edits, and retrieves data, and prepares reports.
- Supports the relationship between the City and the general public by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and City staff; maintains absolute confidentiality of work-related issues, client records, and City information; performs related duties as assigned or required.
- Remembering names, numbers, and locations, and reading maps quickly and accurately.
- Operating a personal computer utilizing standard and specialized software, and entering information with speed and accuracy.

PERIPHERAL DUTIES

Assists in training new employees.

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

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. High School Diploma or GED equivalent; AND one year of clerical and computer experience; OR an equivalent combination of education, training, and experience.
- B. State of Texas driver's license may be required.
- C. A variety of technical training and certifications are required within one year of hire, including CPR Certification, Telecommunicator Certification for access to National/Texas Crime Information Centers (NCIC/TCIC), and Texas Law Enforcement Telecommunications System (TLETS).
- D. Must be a US Citizen as required by TCOLE.

Necessary knowledge, Skills, and Abilities:

- A. Communicating clearly and concisely, and relaying details accurately.
- B. Handling multiple tasks simultaneously, under pressure, and in emergency situations.
- C. Closely following verbal and written instructions and procedures.
- D. Dealing tactfully and courteously with the public, handling stressful situations and angry people, and obtaining information from hostile and emotional callers.
- E. Actively listening to speakers' statements, determining precise meanings, and synthesizing information.
- F. Communicating verbal and written instructions, advising callers of actions and consequences, and maintaining security of confidential information.

SPECIAL REQUIREMENTS

Must pass a drug test, criminal history, background check, and psychological examination.

Must have no felony convictions.

TOOLS AND EQUIPMENT USED

Communications switchboard, Computer and related software, Computer Aided Dispatch (CAD) system, Radio Equipment, Audio Headset, Telephone, Copier, Fax, Printer.

PHYSICAL DEMANDS

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to listen and respond to radio transmissions and voice instructions; to communicate effectively in person, on the telephone, and over a two-way radio; ability to hear sounds within the normal range of hearing (phone conversations, co-workers, supervisors, radio traffic) and to hear in the presence of noise; Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials at arms- length or less (distinguish letters and numbers) and to see in detail objects or printed material at greater than arms-length;

Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate control mechanisms such as radio knobs and other mechanisms requiring fine adjustments to position, to handle a variety of records and files, to type with speed and accuracy, and to operate standard office equipment and a computer;

Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to stand or sit for long periods of time, move between workstations, and work in an office environment.

WORK ENVIRONMENT:

The majority of work is performed in an office setting and may be subject to ordinary risks typically found in an office setting.

Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment. The noise level in the work environment is usually moderate.

The Communications Center operates 24/7 year-round. Successful applicants are subject to shift work and must be able to work any shift to include nights, weekends, holidays, overtime, and during inclement weather, as required.