



CITY OF TERRELL

Job Description

Position Title:	Police Telecommunicator
Department:	Police Communications
Immediate Supervisor:	Communications Lieutenant / Police Captain / Chief of Police
Pay Grade/FLSA Status:	12A / Full-time / Non-Exempt

Job Summary

This position is responsible for receiving, evaluating, and dispatching emergency and non-emergency calls for service for police, fire, medical assistance, animal control or other emergency equipment by telephone or radio, utilizing complex technical aids such as computer-aided dispatch systems and crime information databases. Telecommunicators play a vital role in public safety by ensuring that emergency responders are dispatched quickly and accurately while maintaining calm and professional communication with citizens and field units.

Essential Functions

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Receive, evaluate, and prioritize 911 and non-emergency calls for service.
2. Dispatch appropriate police, fire, and EMS units in response to calls.
3. Operate computer-aided dispatch (CAD) systems, radios, telephones, and related communications equipment.
4. Maintain constant radio contact with field units; relay critical information promptly and accurately.
5. Enter, update, and retrieve data from local, state, and national law enforcement databases (TCIC/NCIC).
6. Monitor multiple radio frequencies and coordinate with other emergency agencies as needed.
7. Maintain detailed records of calls, unit status, and responses.
8. Provide information and assistance to the public in a courteous and professional manner.
9. Effectively communicate and notify supervisory personnel of critical incidents
10. Follow all Federal, State, Local, and department policies and procedures to ensure that first responder and citizen safety is the top priority.
11. Maintain confidentiality as required by law, agency policy, and other governing directives, while demonstrating professionalism and a positive demeanor.
12. Perform other duties as assigned.

Required Knowledge, Skills and Abilities

- Ability to remain calm, focused, and professional in stressful or high-pressure situations.
- Strong multitasking and data entry skills with attention to detail.
- Ability to prioritize tasks, use initiative, and exercise sound judgment.

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- Excellent verbal communication and active listening skills.
- Ability to work rotating shifts, including nights, weekends, and holidays.
- Ability to work effectively with the public and maintain professional relationships.
- Effective oral and written communication skills.
- Proficiency with computers, data entry, and office equipment.
- Ability to develop and maintain effective relationships with coworkers, other city departments, other agencies and the public.
- Ability to adapt to new technologies and work in a fast-paced environment.

Minimum Qualifications

- High School Diploma or GED required.
- Must pass a comprehensive background investigation and have the ability to obtain necessary background clearances related to the position.
- Must be at least 18 years of age.

Licenses and /or Certifications

- TCOLE Basic Telecommunicator Certification or ability to obtain within one (1) year from date of hire.
- Valid Class C Texas Driver's License with acceptable driving record required.
- Criminal Justice Information Systems (CJIS) and Privacy Training must be successfully completed within the first five (5) business days from start of work date and must be maintained throughout employment.

Supervision Received and Exercised

Receives direction from the Communications Lieutenant, Police Captain and Chief of Police. Exercises no supervision of staff.

WORKING CONDITIONS

Physical Demands

Primarily an office classification although standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 25 pounds. May be subject to repetitive motion such as typing, data entry and vision to monitor. Extended periods working on a computer or other office equipment.

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Mental Demands

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; performs highly detailed work; deals with multiple concurrent tasks; and frequent interaction with the public, both in-person and over the phone. Ability to maintain composure and professionalism in stressful situation. Independent decision-making and problem solving. Strong attention to detail and accuracy in data collection and reporting.

Work Environment

Generally, work is performed in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Occasional travel to local, county, or state locations. Subject to high levels of public contact both in-person and over the phone. Position requires availability to work a flexible schedule, is subject to being on-call and the possibility of being recalled.

This job description is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with this position. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The City of Terrell may add to, modify or delete any aspect of this job (or the position itself) at any time as it deems advisable.

Applicant Signature

Date

Non-Discrimination Statement

The City of Terrell is an Equal Opportunity Employer. No person in the service of the City of Terrell or seeking admission thereto, shall be employed, promoted, demoted, transferred, discharged, or discriminated against because of political opinions or affiliations, or because of sex, sexual orientation, race, religion, physical ability, age (except where sex, age, or physical requirements constitute a bona fide occupational qualification necessary for proper and efficient functioning in the job) or any other non-merit factor.