

COMMUNICATIONS OFFICER

GRADE: 07

GENERAL DESCRIPTION

Work involves handling all incoming emergency and administrative calls by telephone or two-way radio from the public, county department, or other departmental or law enforcement personnel. Will obtain and share needed information via teletype equipment or computer.

EXAMPLES OF WORK PERFORMED

Receive incoming calls on both the telephone and two-way radio; evaluates calls and directs call to appropriate staff and/or agencies; dispatches units and relay information pertinent to file operations

Performs computer-assisted and manual records checks for officers on individuals, locations, vehicles and other property, sometimes verifying warrants or reports of stolen property with the originating agency

Maintains, updates and accesses for officers various logs and computer data files (incident reports, stolen or repossessed property logs, rotation logs, maps, etc.)

Enters information into Texas and National Crime Information Computer Systems

Monitors jail emergency alarms and notifies appropriate authorities if problem develops

Monitors court emergency alarms, radio and telephone and provide assistance as needed

Places calls to employees on duty after hours in the following departments: County Medical Examiners, Narcotics, Animal Control, Parks and Wildlife, Precincts, etc.

Processes daily paperwork and assigns county offense numbers

Processes emergency 9-1-1 calls and other routine telephone traffic

Attends briefing before start of shift. Reviews daily log for any changes and checks bulletin board for new schedules, memos and duty rosters

May be required to assist in the training of new dispatchers

Monitors and performs minor maintenance on equipment

Responsible for insuring all law enforcement records created during the shift are properly documented and accounted for

Monitors and responds to radio traffic

Performs other related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

One (1) year experience in communications, dispatching, and/or related work. Graduation from an accredited two-year college with an Associate's degree in related field is generally preferred. Special Law Enforcement telecommunications training desired. Two (2) years of experience may be substituted for one (1) year of education.

Bilingual Preferred (English/Spanish)

Certificates, Licenses & Registration

Applicant must have a current valid Texas operator's driver's license

Must be able to be insured by the County's insurance carrier

Knowledge, Skills, and Abilities

Knowledge of radio transmission procedures and of Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving

Ability to communicate effectively both orally and in writing and speak clearly and concisely

Ability to speak effectively with citizens and employees of organizations

Ability to use radio and electronic data communications equipment

Ability to multitask in a stressful situation

Ability to keep accurate records

Ability to operate, or demonstrated ability to learn to operate, a computer

Ability to read and write in the English language

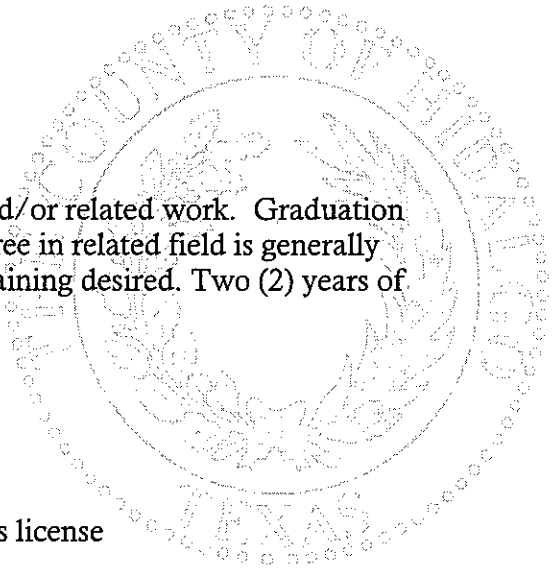
Ability to speak in the English and Spanish language preferred

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals

Ability to write reports and correspondence

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists

Employee may be assigned other duties in addition to those listed; duties may change according to the changing needs of the County.



PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations