

## **CITY OF IOWA COLONY**

### **Job Description**

**Job Title:** Communications Operator  
**Department:** Police, Communications Division  
**Location:** Police Department

**Revision Date:** March 18, 2021  
**Salary Grade:** N/A  
**FLSA Status:** Non-Exempt

**Summary:** Protects and serves the citizens as a vital support network for police officers. Employees in this division act as liaisons between the public and the department, performing the essential duty of answering emergency and non-emergency calls.

**Essential Duties and Responsibilities** may include the following. Other duties may be assigned.

- Monitor and operate emergency and non-emergency service telephones and radio communications systems to dispatch police officers, fire department, emergency medical services, animal control officers, and other city personnel with the City.
- Operate and monitor local, state, and national crim information computer systems including TLETS/NLETS and TCIC/NCIC, to assist public safety personnel in performing their duties.
- Answers emergency calls and non-emergency call requests from citizens or agencies to determine if call is to be dispatched, handled over the telephone, or routed to another department.
- Taking messages, and/or answering questions from remote units; coordinate police, fire, medical, and other emergency requests as appropriate.
- Utilizes technical software applications for call answering, entering, assigning, and announcing via radio equipment. Utilizes mapping technologies from phone equipment and Computer Aided (CAD) to ensure calls are entered timely and accurately.
- Maintains status of on-duty sworn and non-sworn staff from Police, Fire, and other city agencies using numerous radio channels. Monitors on-call lists throughout the city and makes appropriate notifications to off-duty and/or on-call staff as required.

#### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

#### **Supervision Received:**

Chief of Police (and/or the following, if applicable)  
Patrol Captain  
Patrol Lieutenant  
Patrol Sergeant/Corporal

#### **Competencies**

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

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations.

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Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork - Balances team and individual responsibilities.

Ethics - Treats people with respect; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Supports organization's goals and values.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment.

Planning/Organizing - Uses time efficiently.

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.

Quality - Demonstrates accuracy and thoroughness.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines.

Adaptability - Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time.

Dependability - Follows instructions, responds to management direction.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

High school diploma or equivalent required. Requires one year of related experience in a high-volume telephone customer service environment which required data entry or word processing, or one year as a 911 call taker in a police or fire communications work environment. Position requires successful completion of all required certifications within one year from entry into position.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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### Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Safety of others depends entirely on the employee's ability to make sound decisions and take correct actions. Carelessness may result in accidents causing disability or death.

### Computer Skills

To perform this job successfully, an individual should have basic computer skills and knowledge of Microsoft Office software and law enforcement databases.

### Certificates, Licenses, Registrations

- Must obtain all required certifications within one year from entry into position
- Valid State of Texas Class C Driver's License with a good driving record.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### Vision

Has a distant visual acuity of at least 20/40 (Snellen) in each eye without corrective lenses or visual acuity separately corrected to 20/40 (Snellen) or better with corrective lenses, distant binocular acuity of at least 20/40 (Snellen) in both eyes with or without corrective lenses, field of vision of at least 70 degrees in the horizontal Meridian in each eye, and the ability to recognize colors.

### Hearing

First perceives a forced whispered voice in the better ear at not less than 5 feet with or without the use of a hearing aid or, if tested by use of an audiometric device, does not have an average hearing loss in the better ear greater than 40 decibels at 500 Hz, 1000Hz and 2000 Hz with or without a hearing aid when the audiometric device is calibrated to American National Standards.

### Scheduled Working Hours:

- Full-time – Pay period 80 hours in 14 days
- Must report to work as scheduled and in a timely manner.
- Work is shift work.
- May require working weekend and holidays.
- Will require working during an emergency event such as a hurricane, flood, etc.
- Classed an essential position: Position requires 24-hour availability during emergency conditions.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must regularly handle mental and emotional stressors resulting from dealing with the criminal element, concern for safety, injured or deceased victims, and/or life or death situations.

### NOTE:

Any applicant receiving a bona fide job offer for this position will be required to undergo and pass a pre-employment physical examination, psychological evaluation, illegal drug screening and criminal background check prior to employment.

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All positions at the City of Iowa Colony require documentation of employment eligibility in accordance with Federal employment law.

Communication skills in English are required for some specific assignments based upon job-related needs for communication with the general public and/or co-workers. Bilingual skills (Spanish/English) are encouraged, but not required.

**The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of the personnel so classified.**

**The Job Description does not constitute an employment agreement between the City of Iowa Colony and the employee. This position is subject to change by the employer as the needs of the employer and requirements of the job change.**

I have read and understand the above job description. **I hereby attest that I have the qualifications outlined in the job description and that I have no physical or mental condition that would impair my ability to perform these duties and responsibilities.**

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor's Signature

\_\_\_\_\_  
Date

Employee Initial \_\_\_\_\_