



City of La Marque Position Description
Telecommunicator
Police Department

Title: Telecommunicator **Grade Level:** **FLSA Status:** Non-Exempt

Department: Police **Reports To:** Lead Telecommunicator

Job Summary

Performs the radio dispatching and clerical work necessary to support police officers, firefighters/paramedics and other emergency personnel. Work involves receiving incoming calls, dispatching applicable personnel, and operating a computer terminal connected to the Texas Crime Information Center (TCIC), National Crime Information Center (NCIC) and a variety of local, regional, and/or state emergency response databases. Work involves preparing and maintaining records, correspondence, and files. Employee works varying shift assignments and is responsible for being on call during emergencies.

Essential Job Functions

- Accurately receives/dispatches calls for police, fire, emergency aid/ambulance, animal control, and on-call city workers;
- Maintains a computer log of complaints and services requested; maintains knowledge of location and activities of various emergency response personnel;
- Receives and provides home, business, fire and medical alarms to law enforcement officials, firefighters and medics as requested; notifies key holders of activation of alarms;
- Monitors and operates TDD/TTY to communicate with hearing impaired callers and Language Line for callers that may need an interpreter;
- Maintains logs of vehicle repossession and wrecker rotations;
- Maintains paperwork related to the booking and release of prisoners;
- Coordinates correspondences;
- Maintains computer database;
- Works cooperatively with other agencies;
- Promotes positive public relations;
- Adhere to all City policies and procedures as outlined in the Employee Handbook, in particular:
 - Attendance Policy
 - All Safety Policies and Procedures
 - Appropriate business casual attire for office personnel and proper uniform attire for those departments that are so designated (Police, Fire, and Public Works Departments);
- Performs other duties as assigned.

Additional Job Functions

- Answers telephone and receives inquiries, providing information based on general knowledge of City programs and activities, or refers callers to appropriate personnel, as necessary; routes messages or pages off-duty officers.
- Monitors office equipment & dispatch office, coordinates report of equipment with the Administrative Services Division Commander (Lieutenant).
- Assists with the training of new telecommunicators.

Education, Training and Experience

- High School diploma or GED; or,
- Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities.
- Ability to obtain Basic License as a Texas Law Enforcement Telecommunications Operator within 12 months of employment as a Telecommunicator. Certification pay is paid to those who hold an Intermediate, Advance or Master License.
- Ability to obtain Certification as a Notary Public from the Texas Secretary of State's Office within 12 months of employment.



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Qualifications or Standards Required

- Knowledge of the geographical layout of the County, including political subdivisions, location of streets, important buildings and other landmarks.
- Familiar with the operation of two-way radio equipment and related Federal Communication Commission regulations.
- Awareness of the operation and location of law enforcement and emergency service units.
- Skill in the operation of emergency communications equipment and computer systems and databases utilized by the Department.
- Proficiency in the use of common office machines including computerized data entry equipment.
- Ability to elicit information necessary for proper dispatching from persons who may be distressed.
- Competence in the exercise sound judgment in emergencies
- Capability to speak clearly, distinctly, and politely.
- Exercise tact and diplomacy in all transactions and conversations with external and internal customers.
- Maintain clear, effective records and reports.
- Establish and maintain effective working relationships as necessitated by work assignments.

Emergency Operation Classification: TIER 1– Essential: Employees with specific responsibilities that remain in the city on the job alternatively, at a designated location during an emergency.

NOTE: 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 personnel classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? Yes/No _____

**The City of La Marque is an Equal Opportunity Employer of Qualified Individuals
(Circle One)**

I have read the job description above and can perform the job duties **with** **without** any reasonable accommodation.

Witness: Supervisor's Signature	Date	Employee's Signature	Date