



Job Title: <u>911 Telecommunicator</u>		Job Number: 4035
Job Classification: <u>Office / Clerical</u>		<i>Physical Type # 1 Safety Sensitive</i>
Reports to: 911 Telecommunicator Supervisor	Department: Police – Dispatch Communications	Pay Grade: 218 Non-Exempt

PRIMARY DUTY: Under basic supervision, answers emergency and non-emergency calls for service; takes information from callers and enters information into computer database; provides assistance and information to Waco Police Department (WPD), emergency services agencies and general public.

ESSENTIAL FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- 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 WPD 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 WPD 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 WPD 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 data bases at Officer's request; updates warrant information.
- 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.
- Cross-trains in a wide variety of WPD skills and disciplines.
- Prepares accurate and detailed reports and required paperwork.
- Maintains the integrity, professionalism, values and goals of the Police Department by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the City of Waco and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.
- May be required to respond afterhours, including holidays and weekends, in the event of a departmental or City-wide emergency.
- Driving is essential.

KNOWLEDGE AND SKILLS:

Knowledge:

- City policies and procedures.

- City policies and procedures for dispatching law enforcement officers and other emergency services, including protocols for first point of public safety contact.
- State and federal laws, regulations and statutes governing dispatch for emergency services.
- Law enforcement and public safety agency terminology.
- Police radio, dispatch and communication protocols, procedures, hardware and software.
- Principles and practices of confidential records management and file maintenance.
- Local community issues and regional community resources available to citizens.
- Geography, roads and landmarks of City and surrounding areas.

Skill in:

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

MINIMUM QUALIFICATIONS:

High School Diploma or GED equivalent is required; AND one year of clerical and computer experience.

LICENSE AND CERTIFICATION:

- Must possess a valid Texas Driver's License.
- A variety of technical training and certifications are required within one year of hire, including Telecommunicator Certification from Texas Commission on Law Enforcement (TCOLE) for access to National/Texas Crime Information Centers (NCIC/TCIC) and Texas Law Enforcement Telecommunications System (TLETS); depending on the needs of the City, additional licenses and certifications may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

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.

- The physical activities of this position include:
 - Balancing - Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces.
 - Reaching - Extending hand(s) and arm(s) in any direction.
 - Walking - Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
 - Pushing - Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
 - Pulling - Using upper extremities to exert force in order to drag, haul or tug objects in a sustained motion.
 - Lifting - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
 - Finger Dexterity - Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
 - Grasping - Applying pressure to an object with the fingers and palm.

- Feeling - Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Talking - Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Hearing - Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication and to make the discriminations in sound.
- Repetitive motion - Substantial movements (motions) of the wrists, hands and/or fingers.
- The physical requirements of this position:
 - Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.
- The visual acuity requirements including color, depth perception and field vision:
 - The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- The conditions the worker will be subject to in this position:
 - Work is performed primarily in an office setting or well-lit, temperature-controlled working environment.

This job description is not intended to be construed as an exhaustive list of responsibilities, duties and skills required. City management has exclusive rights to alter this job description at any time without notice.

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an 'at-will' relationship.

Job Description Acknowledgement

I verify that I have received a copy of my job description by the signature below. As an employee of the City of Waco, I understand the duties and responsibilities assigned to me. Furthermore, I understand that the duties listed above are guidelines and will change over time, as necessary. From time to time, I understand that I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description.

Employee's Signature

Date

Employee's Printed Name

Employee Identification Number