



THE CITY OF JACKSONVILLE
POLICE DEPARTMENT

POLICE DEPARTMENT
COMMUNICATIONS OFFICER I
JOB DESCRIPTION
SHIFTS VARY FOR 24 HOUR COVERAGE
PAY RANGE: \$13.95/HR FLSA: NON-EXEMPT

Position requires applicant to possess or obtain a telecommunication license from Texas Commission on Law Enforcement. Applicant must pass an extensive background investigation and pre-employment physical, drug screen and psychological evaluation. Applicants cannot be convicted of any offense higher than a Class C misdemeanor.

GENERAL DESCRIPTION: Respond to calls regarding emergencies requiring Police, Fire, and/or EMS assistance. Dispatch Police, Fire and/or EMS units as needed. Assist the general public also in non-emergency requests.

EDUCATION AND EXPERIENCE: High School diploma or GED. Police, Fire and EMS dispatching experience preferred.

KNOWLEDGE, SKILLS and ABILITIES: Excellent verbal communication along with written communication skills and ability to spell with few errors or corrections needed. Typing 35 wpm. Ability to maintain composure with difficult, irate, hysterical or non-communicative individuals; take information quickly; give instructions or dispatch units quickly and accurately. Ability to determine nature of emergency, appropriate immediate response to situation; number of units to dispatch; appropriate agencies to call and obtain nature of additional information. Read manuals for chemical emergencies, must be able to read maps. Ability to operate several data systems and computers (experience preferred). Keep logs and compose reports and other related general interoffice correspondence.

MACHINES, TOOLS, EQUIPMENT and WORK AIDES: Two-way radios, multi-line telephones including special equipment such as a TTD machine and the 9-1-1 phones. CAD (computer aided dispatch), numerous policy and procedure manuals, law and ordinance books. Recorder, printers, cash register and credit card machine.

ESSENTIAL FUNTIONS: Answer calls and dispatch Police, Fire and EMS units to emergencies; determine if emergency or non-emergency, extent and type of assistance needed; log/create all cards, use of multiple computers and monitors and refer calls to other agencies or departments. Assist all other Jacksonville agencies along with other police agencies when requested or needed. Maintain communication, concentration and sound judgment in life threatening or crisis situations or when callers are irate and verbally abusive, hysterical or minimally communicative. Handle multiple calls and entries and responses simultaneously. Must be able to multi-task, make split decisions based on analysis of limited information or resources available and knowledge of emergency procedures. Must be able to speak in a clear, concise manner on the phone and the radio. Must be able to read,

comprehend and respond to teletypes. Must be dependable and reliable and work well with co-workers in close proximity for long periods of time. Must be able to cover shifts when needed when other co-workers are out sick or on vacation. Must be able to work nights, weekends and holidays.

ADDITIONAL CLERICAL DUTIES: Compose reports, generate correspondence and maintain logs. Respond to public in a professional and courteous manner by phone and at the lobby window. Complete arrest reports, enter wanted people, stolen items, etc. into TCIC/NCIC. Remove wanted people and stolen items, etc. from TCIC/NCIC. Must be able to read, comprehend Protective Orders and other court issued papers and enter in a timely, accurate and appropriate manner. Print and sale accident reports and fingerprint cards. Maintain constant communication with TLETS computer and correspondence from such. Respond to request from other agencies.

TRAINING: Tele communicator training consist of 400 hours of in-house hands on training with a Certified Training Officer. A 40 hour Basic Telecommunication course, TD/TTY training for 9-1-1. TCIC/NCIC and TLETS 40 hour course along with other courses and classes related to law enforcement.

Tele communicators must take and pass the test from the Texas Commission on Law Enforcement to obtain their Tele communicator License by the end of their first year to remain employed.

EMPLOYEE ALLOWANCES: The City of Jacksonville Police Department offers Shift Differential, Bilingual pay, Associates and Bachelor pay, Longevity and Certificate pay.

PHYSICAL DEMANDS:

SITTING- Most of the work day while receiving and dispatching calls.

HEARING/SPEAKING- Primary aspect of this job, to take and receive dispatch calls. Auditory discrimination helpful in identifying Police, Fire or EMS units in emergency situations, respond to people at the side window.

VISION- Good vision to view computer monitors all shift long.

FINEDEXTERITY- To use computer keyboards, two-way radio, maintain equipment and keep up with logs/records.

HANDLING/REACHING- To use telephone(s), radio and computer equipment, all approximately within 24" reach.

THE CITY OF JACKSONVILLE CONDUCTS RANDOM DRUG TESTS

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