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| Job Title: | Communications Operator |
| Department: | Police Department / Fire Department |
| Reports to: | Communications Supervisor |
| FLSA Classification: | Non-Exempt  |
| Safety Sensitive Type: | Safety Sensitive |
| Effective Date: | 05/01/2022 |
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| Job Summary: | The purpose of this position is to utilize the department’s communication system to process emergency and non-emergency calls and requests for service, and coordinates the response for law enforcement and fire department via two-way radio. Other duties include communicating with emergency personnel, obtaining information, performing data entry, recording warrants, stolen vehicles and property, runaways and protective orders into a national database, utilizing computer systems, dispatching appropriate department personnel to various locations, and other duties as required. |
| Essential Job Functions: | 1. Assess and prioritize calls and determine action to be taken.
2. Monitors multiple radio frequencies simultaneously and maintains unit status information.
3. Determines and dispatches field response units adequately.
4. Provides specific information via radio transmissions to insure effective and timely service.
5. Runs license plates and driver’s licenses, as requested.
6. Receives emergency and non-emergency calls and contacts other departments for specific emergencies.
7. Performs transactions through telecommunication networks, requiring specific control and security.
8. Manages entries, confirmations, and clearances of information in Regional and various data bases requiring specific coding and criteria, critical accuracy standards, and incident dictated time mandates.
9. Routes calls, responds to inquiries from the general public, takes messages.
10. Performs related clerical duties.
11. May provide training and assistance to new hires and monitor their work product.
12. Performs related work and reports as assigned.
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| Conditions of Employment: | 1. Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
2. Applicant must take and pass a pre-employment drug test, physical and pre-placement screening administered by the City of Edinburg at the City’s expense.
3. Must have a current valid class “C” driver’s license from the Texas Department of Public Safety with a satisfactory driving record.
4. Must successfully pass the state required telecommunications course and obtain TCOLE License within first (1) year of employment.
5. Must be U.S. Citizen (license requirement).
6. Bilingual English/Spanish Preferred.
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| Required Education: | High school diploma, GED or equivalency. |
| Education Preference: | Associates Degree |
| Educational Substitute: | Not Applicable |
| Required Work Experience: | Requires one (1) year of experience in work involving the receiving,transmitting, and relaying of information over the phone and/or computer. |
| Experience Preference: | Not Applicable  |
| Supervisory Experience Requirement: | Not Applicable |
| Required Knowledge, Skills, & Abilities | 1. Requires a working knowledge of Police and Fire communication systems policies and procedures.
2. Communications and conflict management skills.
3. Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
4. Intermediate computer skills in a Microsoft Windows environment; Knowledge of department-related computer programs, Aegis CAD, MS Word, and radio communication.
5. Customer service and public relations skills.
6. Evidence of the practice of a high level of confidentiality.
7. Ability to work with Police and Fire computer, Police and Fire communication procedures, and have good speaking skills.
8. Familiarity with the geography of Edinburg.
9. Requires flexible schedule to include days, evenings, nights, weekends, and holidays. Must also be available to cover emergency schedules due to bad weather, critical incidents, and sick relief.
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| Equipment Materials: | General office and safety equipment/materials to include but not limited to the following: * Personal computer
* Copier/Fax Machine
* Printer/Scanner
* 10-key Calculator
* 911 System/Communications equipment/CAD
* Radio Console
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| Work Conditions: | The employee will be preforming free from unpleasant environmental conditions or hazards. Will be subject to indoor and an office environment.  |
| Mental Demands:  | While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; use math and mathematical reasoning; perform detailed work, multiple deadlines and concurrent tasks; work with constant interruptions; and interact with staff and the public. |

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| Physical Demands |
| **Environmental Conditions:** |
| **HEALTH AND SAFETY** | **ENVIRONMENT FACTORS** | **PRIMARY WORK LOCATION** |
| Mechanical Hazards |[ ]  Respiratory Hazards |[ ]  Office Environment |[ ]
| Chemical Hazards |[ ]  Extreme Temperatures |[ ]  Warehouse |[ ]
| Physical Danger or Abuse – upset customers |[x]  Expressing/Exchanging Spoken Word |[x]  Closed Quarters/Crawl Spaces |[x]
| Fire Hazards |[ ]  Noise  |[x]  Vehicle |[ ]
| Explosives |[ ]  Wetness/ Humidity |[ ]  Outdoor Environment |[ ]
| Communicable Diseases |[ ]  Vibration |[ ]  Inside Environment |[ ]
| Electrical Hazards |[ ]  Physical Hazards |[ ]  Shop |[ ]
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| **Visual Acuity:** |
| Near Visual |[x]  Clarity of vision at approximately 20in or less (i.e., working with small objects or reading small print), including use of computers. |
| Far Visual |[ ]  Clarity of vision at 20ft or more. This is not just the ability to see a person or object, but the ability to recognize features as well. |
| Peripheral Vision |[ ]  Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point. |
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| **Physical Activities:** |
| **TASK** | **FREQUENCY** | **PERFORMANCE** |
| N = Never (never occurs) | R – Rarely (less than 1 hour a week) | O = Occasionally (up to 1/3 of the time) | F = Frequently (from 1/3 to 2/3 of the time) | C = Continuously (2/3 or more of the time) |
| Climbing | N | Ascending of descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.  |
| Stooping (bending at waist) | R | Bending body downward and forward by bending spine at waist.  |
| Kneeling (one or both knees) | N | Bending legs at knee to come to a rest on knee or knees. |
| Lifting/Carrying | R | Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.  |
| Keyboarding | C | Entering text or data into a computer or other machine by means of a traditional keyboard. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine or 10-key numeric keypad. |
| Reaching (at or below shoulder level) | O | Extending hand(s) and arm(s) in any direction.  |
| Reaching Overhead | O | Extending hand(s) and arm(s) higher that the head and one of these conditions exist: (1) A person bends the elbows, and the angle at the shoulders is about 90 degrees or more, or (2) A person keeps the elbow extended, and the angle at the shoulder is about 120 degrees or more.  |
| Twisting/Turning (rotation) | F | Rotating one part of the body in a direction away from or opposite to another part. Includes lateral rotation of the trunk and spine.  |
| Handling (manipulated objects) | C | Seizing, holding, grasping, turning or otherwise working with hands.  |
| Standing | R | Remaining upright on the feet, particularly for sustained period of time. |
| Walking | R | Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.  |
| Sitting | C | Remaining in a seated position for extended periods of time without being able to leave the work area. |
| Grasping (whole hand activities) | C | Applying pressure to an object with the fingers and palm. |
| Pushing/Pulling | O | Using upper extremities to press against something with steady force, in order to thrust forward, downward or outward. Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion. |
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| **Physical Requirements:** |
| **TASK** | **WEIGHTS** | **CHECK IF APPLICABLE** | **PERFORMANCE** |
| Sedentary Work | Up to 10 lbs. |[x]  Exerting up to 10lbs of force occasionally and/or a 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. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. |
| Light Work:  | Up to 20 lbs. |[ ]  Exerting up to 20lbs of force occasionally, and/or up to 10lbs of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls require exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.  |
| Medium Work: | Up to 50 lbs. |[ ]  Exerting up to 50lbs of force occasionally, and/or up to 20lbs of force frequently, and/or up to 10lbs of force constantly to move objects. |
| Heavy Work: | Up to 100 lbs. |[ ]  Exerting up to 100lbs of force occasionally, between 2 persons, and/or in excess of 50lbs of force frequently, and/or up to 20lbs of force constantly to move objects. |
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| Authorization:  | I have reviewed this description and understand the requirements and responsibilities of the position.\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date Print Name Signature of EmployeeThe above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change. |