

Job Description: TELECOMMUNICATIONS OPERATOR

CLASS NO. 1043

EEOC CATEGORY: Administrative Support

PAY GROUP: 111

FLSA: Non-exempt

SUMMARY OF POSITION:

Ensures efficient, effective handling of all incoming telephone or two-way radio calls from the public, county departments, or other departmental or law enforcement personnel; and performs necessary documentation.

ORGANIZATIONAL RELATIONSHIPS:

1. **Reports to:** Telecommunications Assistant Supervisor and Telecommunications Supervisor.
2. **Directs:** This is a non-supervisory position.
3. **Other:** Works closely by telephone, radio, teletype, or computer, or in person with other employees of the department other departments and agencies, and the general public.

EXAMPLES OF WORK:

Essential Duties*

Receives incoming calls on both the telephone and two-way radio, evaluates calls, and directs calls to appropriate staff and/or agencies, dispatches units, and relays information pertinent to field operations;

Monitors and responds to radio traffic;

Performs computer-assisted and manual records checks for officers on individuals, locations, vehicles and other property, sometimes verifying warrants or reports of stolen property with the originating agency;

Maintains, updates, and accesses for officers various logs and computer data files (incident reports, stolen or repossessed property logs, wrecker rotation logs, maps, etc.);

Enters information into Texas and National Crime Information Computer systems;

Operates jail control board and runs checks on all visitors to inmates;

Monitors surveillance cameras and is responsible for security of all incoming doors;

Completes forms, dispatch cards, and complaint cards;

**for the purpose of compliance with the Americans With Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.*

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Contacts child welfare, owners of loose livestock, electrical/utilities companies, and wrecker services, etc., when necessary;

Creates and maintains case files (may be computerized);

Confirms and clears warrants and logs all stolen articles, missing persons, runaways, etc.;

Assists general public with traffic, weather and general questions when necessary;

Logs and prepares regular summaries of phone and radio activities;

Maintains records of emergency vehicle use and maintenance;

Maintains current knowledge of federal, state, and local rules regarding telecommunications operations; and

Other Important Duties*

Performs such other duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: radio transmission procedures and Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving.

Skill to: use radio and electronic data communications equipment. Operate a computer and recommended typing speed is 30 net words per minute with a high degree of accuracy. Appointed Department Heads are required and Elected Officials are strongly encouraged to utilize job related skills testing in the application process.

Ability to: communicate effectively both orally and in writing; establish and maintain effective working relationships with other county employees and the general public; speak clearly and concisely; handle several items at one time, possibly in a stressful situation; keep accurate records; and maintain appropriate necessary certifications.

ACCEPTABLE EXPERIENCE AND TRAINING:

High school graduation, or its equivalent, related experience desirable (related business or technical school training may be substituted equally for experience). And special law enforcement telecommunications training desirable but not required;

or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

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CERTIFICATES AND LICENSES REQUIRED:

Telecommunications Operator certification from the Texas Commission on Law Enforcement Officer Standards and Education required at the time of hire or within one year of employment.