

# Communications I

**Department:** Police Department

\$25,920.00 - \$28,800.00 Annually

**Division:** Communications

\$2,160.00 - \$2,400.00 Monthly

**Supervisor:** Communications Supervisor

\$13.50 - \$15.00 Hourly

**Salary:** Non-exempt

**Status:** Full-Time

**Education and Experience:** A High School diploma or GED. One (1) year of emergency services dispatching or using two-way communication equipment or related experience preferred.

**Licenses and Certificates:** This position requires a Texas Class "C" Driver's License. Basic Telecommunicator Certification through Texas Commission on Law Enforcement (TCOLE) required within one year of hire. TLETS Basic Procedures certified required within six months of hire. TCIC/NCIC Full-Access certified with six months of hire. CPR/AED Certification must be obtained within 1 year of hire. Must reside within a 15 miles radius of the City of Alpine.

## General Purpose

Under general supervision the Communications Operator is responsible for the effective and efficient operation of the Communications Center which is responsible for E-911 service, dispatching for police, fire, and emergency medical calls, as well as animal control calls and providing assistance to other community services.

## Typical Duties

- Receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life threatening situation, expeditiously and accurately. Dealing effectively with the public in hostile, hysterical, and other emotional states over the phone.
- Assigns calls to police, fire, or animal control units for necessary action, including determining necessary units required for response; coordinates with Police Officers regarding deployment of personnel.
- Operates a multiple computer system utilizing various programs simultaneously, visually monitoring status display terminals while simultaneously monitoring radio frequencies aurally.
- Ensures correct status of pending and dispatched calls, location of units.
- Dispatches medical emergencies and provides pre-arrival instructions.
- Enters relevant information and retrieves information on multiple computerized systems, including a computer-aided dispatch system.
- Maintain confidentiality of sensitive information.
- Testifies in court as required.
- Performs other duties as required.

## Knowledge, Skills, and Abilities

- Knowledge in communications systems including E-911, two-way radio, radio dispatch, TLETS including TCIC/NCIC and applicable procedures.
- Knowledge of Policies, procedures, and operations of the communications center, police department, fire department and animal control.
- Skill in CAD (computer-aided dispatch system) and RMS (Report Management Systems) operations.
- Ability to communicate verbally over the phone and radio with an understandable and clear voice quality.

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- Understanding of the general geography of Brewster County and the surrounding counties, and a thorough knowledge of the geography and characteristics of the City of Alpine; quickly interpreting computerized and physical maps, including identifying major landmarks and streets.
- Ability to work effectively and calmly in stressful and pressured emergency situations, while prioritizing workload and adopting effective courses of action.
- Skill in operating a keyboard.
- Application of some knowledge of public relations methods.
- Application of good knowledge of City ordinances, rules, regulations and standards in utility services.
- Read and interpret address information from public record or data derived from other sources.
- Execute oral and written instructions.
- Prepare clear, concise oral and written communication.
- Establish and maintain effective working relationships with coworkers, officials, customers, other city departments, and the general public.
- Knowledge of proper safety practices, procedures, and regulations applicable to work being performed.
- Skill in resolving problems or situations requiring the exercise of good judgment.

## Other Job Characteristics

- Lift and carry items up to 50 pounds.
- Work rotating shifts, flexible hours, weekends, holidays, and extended hours.
- Occasional exposure to irate members of the public.

*Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.*

## ACKNOWLEDGEMENT

As evidenced by my signature below, I have read my job description and have fully understood my duties and responsibilities related to my employment with the City of Alpine. I also acknowledge that I am qualified to perform these duties and, with or without reasonable accommodation, can perform the essential functions of this position as described. Further, I understand that if, at any time, I am unclear as to what my job duties and responsibilities are, or what is expected of me, I will notify management immediately to interpret these duties and expectations.

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Employee Signature & Date

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Employee's Printed Name