

Department: Police Department
Division: Communications
Title: Communications Operator
Supervisor: Chief of Police

Job description:

The Communications Operator is responsible to the Communications Supervisor. Work is reviewed through reports, records, and conferences. 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.

Examples of Work Performed:

1. Operates the communication center systems including E-911, TLETS, two-way radio and dispatch system, telephones, computers, logs information received, etc...
2. Receives and relays information to appropriate agencies.
3. Performs other tasks as assigned.

Desirable knowledge, abilities, and skills:

Knowledge in FCC Rules and Regulations governing radio operations. Knowledgeable on police methods, practices and procedures. Knowledge in communications systems including E-911, two-way radio, radio dispatch, TLETS including TCIC/NCIC and applicable procedures. Establish and maintain effective working relationships with other employees, city officials, and the public.