JOB DESCRIPTION

JOB TITLE: Telecommunications Call Taker  
DEPARTMENT: Police
REPORTS TO: Telecommunications Crewleader/  
Public Safety Communications Manager 
PAY GRADE: 37
EMERG. STATUS: E  
FLSA STATUS: Non-exempt

JOB SUMMARY
Answers calls and enters information for emergency and non-emergency requests.

BUDGETARY RESPONSIBILITIES
No budgetary responsibilities.

PRINCIPAL DUTIES AND RESPONSIBILITIES
1. Responds to citizens’ requests for emergency and non-emergency service for police, fire, and emergency medical services.
2. Directs citizen inquiries and non-emergency calls to the appropriate agency or organization.
3. Operates telephone, teletype, computer, CRT, digital recorders, intercoms, alarm monitors and other related equipment.
4. Requests and disseminates vehicle registration, driver’s license, criminal history information, etc. through the use of the Texas/National Computer System (TCIC, NCIC).
5. Obtains computer information and disseminates to law enforcement officials. Enters related information into the system.
6. Sends and receives teletype information to and from related agencies.
7. Maintains records or logs of work performed, such as case numbers assigned to public safety officers.
8. Regular attendance at work and arrives on time.
9. Performs all other job-related duties as assigned or as become apparent.
10. Ability to get along with other employees and the public.

PHYSICAL AND ENVIRONMENTAL CONDITIONS
Ability to sit for long periods, stand and move about an office or building. Employee occasionally lifts materials weighing 20-50 pounds or climbs in order to reach cabinets. Ability to bend and squat in order to file or retrieve information. May be exposed to electrical, mechanical or chemical hazards while maintaining and operating office equipment.

REQUIRED CONTACTS
Ability to work with dispatch equipment and communicate with citizens and emergency personnel in highly stressful, possibly emergency situations. Employee communicates with other employees in the work group, citizens and other law enforcement agencies in order to discuss requests for service and possible criminal activities. Will also exchange information or request assistance from other agencies and make referrals when necessary.

REQUIRED QUALIFICATIONS
Knowledge, Abilities and Skills—
Ability to read and understand manuals in order to record work activities, keep records and work with computers. Skill in the operation and maintenance of a number of office machines and equipment such as specialized computers and related information systems. Must have a clear speaking voice and be able to communicate clearly under highly complex and stressful situations.
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Minimum Education, Experience and Certification—
High school diploma or equivalent. Certification as a telecommunications operator from TCLEOSE or the ability to obtain certification. A valid Texas driver’s license with driving record that meets City guidelines. Spelling abilities (passing score 70%) and a minimum net typing speed of 35 words per minute.

UPDATED: October 2017

SIGNATURE:

Employee ________________________________ Date _______________

Immediate Supervisor ________________________________ Date _______________

Department Director ________________________________ Date _______________