



Flour Bluff Independent School District Job Description

JOB TITLE: Police Telecommunications Specialist

WAGE/HOUR STATUS: Nonexempt

NUMBER OF DAYS: 227

REPORTS TO: Chief of Police

DATE REVISED: 12/06

PRIMARY PURPOSE:

- The primary purpose of the Telecommunications Specialist is to receive/ transmit police and emergency communication in an efficient manner

QUALIFICATIONS:

Minimum Education/Certification:

- Education/Certification:
- High school diploma or GED
- Ability to obtain TCOLE certifications and licenses – TCLEOSE Basic Telecommunication License, TLETS, NCIC/TCIC full access, Basic CPR instructions with AED and First Aid, and TDD instruction required (Must be a US Citizen to be eligible to obtain TCOLE licenses and certifications)
- Ability to complete all areas of continued education training
- Minimum of six months to one year experience, preferred

Special Knowledge/Skills:

- Ability to communicate effectively (orally and in writing)
- Ability to analyze data/ information, make quick, accurate decisions under stressful situations

- Ability to implement policies, procedures, and guidelines
- Proficient keyboarding and file maintenance skills
- Ability to write and/or generate routine reports and correspondence
- Strong organizational and interpersonal skills

MAJOR RESPONSIBILITIES AND DUTIES:

1. Notify different agencies of services requested by personnel in the field.
2. Input and transmit call information using computer terminal keyboard.
3. Utilize multiple computer monitors from which to update and monitor call status, transmit and receive data.
4. Contacts various parties to notify of complaints and/or actions required.
5. Refer callers to appropriate agencies and FBISD PD personnel.
6. Receive and evaluate emergency calls and non-emergency calls from the public requesting law enforcement, fire, and/or medical emergency assistance.
7. Verify and/or input data as requested by officers in the field.
8. Follow district protocols and procedures.
9. Perform other duties as assigned.

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used:

Radio and telecommunication equipment or systems, video surveillance equipment, multiline telephone system, standard office equipment including computer and peripherals

Posture:

Prolonged sitting; occasional reaching, pushing/pulling, bending/stooping, and twisting

Motion:

Repetitive hand motions; constant keyboarding and use of mouse

Lifting:

Occasional light lifting and carrying (less than 15 pounds)

Environment:

Work indoors in environmentally controlled space; frequent exposure to noise; unusual fatigue factors resulting from long periods of repetitive, routine activity

Mental Demands:

Maintain emotional control under stress; work with frequent interruptions; may work prolonged and irregular hours associated with shift work

The above statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list.

