

WALKER COUNTY

WALKER COUNTY PUBLIC SAFETY COMMUNICATION CENTER – PUBLIC SAFETY TELECOMMUNICATOR

- **SUMMARY OF POSITION:**

A highly technical position that provides an electronic and spoken communications link between the citizens and public safety personnel.

This job requires working in a confined area for 8 plus hours and physical activities such as sitting, stooping, kneeling, standing, walking, lifting (up to 20 pounds), fingering (working with fingers to pick, pinch, and press), grasping, feeling (using the sense of touch in fingers, hands, or other body parts to sense the position of objects), handling, talking, hearing / listening, seeing / observing, and repetitive motions. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception, and the ability to adjust focus; inside working environment; time pressures; and stressful situations.

- **SOURCE OF SUPERVISION**

Reports to Director

- **RESPONSIBILITIES & DUTIES:**

- *ESSENTIAL DUTIES, RESPONSIBILITIES, FUNCTIONS & SKILLS:*

- Answer multi-line telephones including E9-1-1 lines.
- Communicate with hearing/speech-impaired citizens by operating the Telecommunications Device for the Deaf (TDD).
- Communicate effectively, courteously, and clearly in English, verbally and in writing; includes speaking distinctly, responding promptly, hearing in the normal range, to protect the safety of officers, firefighters, E.M.S. personnel and volunteers, and the public.
- Simultaneously listen to and comprehend both telephone and radio traffic.
- Comprehend and apply Center policies, procedures, rules and regulations, and City and County ordinances.
- Document all calls for service and activity, location and status in the computer aided dispatch system for public safety personnel, quickly disseminating information.
- Simultaneously input, retrieve, and maintain information, reading from both computer screens and printouts, and operating up to two keyboards at once.
- Operate the Texas Law Enforcement Telecommunications System in accordance with TCIC/NCIC policies and procedures.
- Operate multi-channel public safety radio system.
- Assign appropriate public safety personnel for routine and emergency calls for service.
- Concentrate on assigned tasks through many distractions.
- Read and interpret maps.
- Read written materials prepared in handwritten and multi-font print formats.
- Remain calm under stressful conditions.
- Maintain all required certifications and attend on-going training.
- Must not pose as a threat to the health/safety of self or others.
- Must complete mandatory field observation hours.
- Ability to carry out duties independently and with a team.

- Must be able to perform a variety of tasks, often changing quickly from one task to another without loss of efficiency or composure.

• **REQUIRED QUALIFICATIONS, ACCEPTABLE EXPERIENCE & TRAINING:**

- No prior experience required.
- High school diploma or G.E.D. certificate required.
- Must maintain a valid Texas driver's license.
- Must successfully meet local and State hiring requirements.
- Basic knowledge of computer operations is required, stressing accuracy and speed.
- Must be able to work rotating shifts, holidays, and weekends.

SIGNATURE – REVIEW & COMMENT

I have reviewed this job analysis and its attachments and find it to be a fair description of the demands of this job.

Chairman

Vice-Chairman

Date

Board Member

Board Member

Date

Board Member

Board Member

Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change by the Executive Board as the needs of the Center and requirements of the job change.