



City of Irving Job Description

Emergency Communications Officer

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| FLSA Status: | Non-Exempt | Job Department: | Police |
| Job Code: | J322 (FT) / J325 (PT) | Reports To (Job Title): | Emergency Communications Supervisor |

PURPOSE

To perform a variety of duties involved in the receipt and response to incoming calls for police services and other emergency assistance, including answering, prioritizing, and transferring emergency and non-emergency calls, operating several computer-driven radio and phone systems, and preparing offense reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Receive and handle emergency service calls from the public, which includes determining nature and location of emergency and proper police radio frequencies for dispatch of emergency units.
- Maintain awareness of location and status of up to 50 emergency vehicles throughout shift.
- Operate computer systems and consoles, including telephone, radio, and crime and other tracking systems.
- Prepare offense reports using the Automated Reporting System.
- Enter, update, and retrieve information from computer systems, including information relating to wanted persons, stolen property, vehicle registration, and stolen vehicles.
- Answer non-emergency calls.
- Coordinate response to emergency and non-emergency calls with other City departments and law enforcement agencies
- Handle after hour city departments call outs for emergency services such as Animal Control, Water Department, Streets, Signals and Victim Services.
- Perform other duties as assigned.
- Screen call for fire department response.
- Give overview during observation for ICOPs, rookies, etc.

OTHER DUTIES AND RESPONSIBILITIES

- If designated bilingual, assist dispatchers and officers with translations in all aspects of dispatch process.
- Oversee dispatcher trainees, including providing instruction, documenting progress, and assuming responsibility to address and correct trainee errors.
- Monitor radio traffic to determine if wreckers or utilities providers should be notified.
- Responsible to monitor high school interns.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

N/A

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of 12th grade.

EXPERIENCE

- No prior experience required.
- One (1) year of related call center or multiple phone line experience is *preferred*.

CERTIFICATES, LICENSES, REGISTRATIONS

- If acting as training officer, must complete 24-hour CTO Training.
- Texas Telecommunications Operator Certification.
- Full Access TCIC/NCIC Certificate
- Must be state licensed within first year of employment, unless the license has already been obtained.

KNOWLEDGE OF

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Mechanical/Technical: Learning to safely operate highly-complex computer and office equipment, including computer-driven communications and mapping systems, as well as the language-translation and TDD telephone lines.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Service Orientation: Actively looking for ways to help people.
- Active Listening: Listening to what others are saying and asking questions as appropriate.

- Typing: Accurately entering information (at least 35 words per minute) using computer keyboard.
- Oral Comprehension under Duress: Listening to and understanding information and ideas presented through spoken words and sentences in stressful situations.
- Oral Expression under Duress: Communicating information and ideas in speaking so others will understand in stressful situations.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Reading Comprehension: Reading and interpreting documents, information and ideas presented in writing.
- Speech Recognition: Identifying and understanding the speech of another person.
- Speech Clarity: Speaking clearly so that it is understandable to a listener.
- Synthesis under Duress: Paraphrasing information from callers and type into CAD in a manner for dispatchers & officers to understand what is occurring, even in stressful situations.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

Frequent contact is made to area law enforcement personnel in transferring of phone calls, confirming information and relaying information. Contact is also made to all departments within the City, outside of Police, for routine requests of service. Notifications and questions are directed to citizens. Most contact is made via a phone and radio.

EQUIPMENT AND PROPERTY

Vesta Phone System, Central Square CAD & RMS System, Xybix Consoles, Nortel Phones, Motorola P25 Radio System, Internet, FAX, and copier, are all used on a daily basis. Additionally, regular use is made of Imaging, AM PM, Outlook, Coplogic, INET, TCOLE, Beatbook, Webquery, Courtnotify, NCIC, Telestaff, InCode, Citrix, MCV, NVLS, Clear, and Techshare.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, sit, talk, and/or type. Frequently, s/he is required to lift up to 10 pounds, pull, push, reach, stand, and/or walk. S/he occasionally is required to carry, grasp, handle, feel, and/or kneel. Specific vision abilities required by this job include close vision, distance vision, and color vision. Specific audio abilities required by this job include being able to identify voice recognition, specific tones, radio transmissions and background noises.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate. This job requires the employee to make decisions directly affecting the safety of others. This job requires one to be capable of working shift work.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.