CITY OF Lockhart

P. O. Box 239

Lockhart,TX 78644

Job Description Form

JOB TITLE: TELECOMMUNICATOR

Date: October 1, 2016
Revised November 7, 2016
Pay Range: $ 14.20 - $18.08 Hr.
Pay Grade: (27) Non-Exempt
Schedule: 12 Hour Shift

Immediate Supervisor: **Communications Supervisor**

Brief Description of the Job:
Take both emergency and non-emergency calls for the City, Fire, EMS, Police, Animal Control and Utility Departments. Dispatches appropriate units.

Essential Functions-Listed in descending order of frequency; in the Strength Column S=Sedentary, L=Light, M=Medium, H=Heavy; For Physical Demand Code See Below Essential Functions	% of Time	Strength	Physical Demand Code
1. Answer calls and dispatch units to emergencies; determine if emergency or non-emergency and extent and type of assistance needed; use multiple computer monitors; dispatch appropriate units and track unit locations; refer calls to other agencies or departments as needed; maintain communication concentration, and sound judgment in life threatening or crisis situations, or when callers are irate, verbally abusive, hysterical or minimally communicative; handle multiple calls simultaneously; make split second decisions based on analysis of information and knowledge of emergency procedures.	90	S	B, G, H, I, Q, R, S, T
2. Perform miscellaneous duties: notify city agencies of non-emergency calls from previous day; look up information in files or computer data base; handle non-emergency city calls after normal business hours.	3	S	B, C, G, H, I Q, R, S
3. Assign incident number to incident and accident reports; hand out/receive various permit applications or open records requests to/from citizens; accept payments for utility bills; file incident and defendant reports and citations.	5	S	B, H, I, Q
4. Attend training sessions and employee meetings. Maintain files for Class C warrants and TCIC/NCIC entries. Issue Firing Range key to agency reps as necessary. Perform monthly 911 equipment checks. Perform all other duties as assigned.	2	S	B, Q, R, S
	100		

A. STANDING	D. LIFTING	G. REACHING	J. KNEELING	M. BENDING	P. BALANCING	S. TALKING
B. SITTING	E. CARRYING	H. HANDLING	K. CROUCHING	N. TWISTING	Q. VISION	T. FOOT CONTROLS
C. WALKING	F. PUSH/PULL	I. FINE DEXTERITY	L. CRAWLING	O. CLIMBING	R. HEARING	U. OTHER:_____

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PHYSICAL DEMANDS

OVERALL STRENGTH DEMANDS:
SEDENTARY __X__ LIGHT _____ MEDIUM _____ HEAVY ____ VERY HEAVY _____

For each physical demand code listed on Page 1, C=Continuously, F=Frequently, O=Occasionally, R=Rarely

A. STANDING	R	G. REACHING	F	M. BENDING	R	S. TALKING	C
B. SITTING	C	H. HANDLING	F	N. TWISTING	R	T. FOOT CONTROLS	F
C. WALKING	R	I. FINE DEXTERI'	F	O. CLIMBING	R	U. OTHER:_____	____
D. LIFTING	R	J. KNEELING	F	P. BALANCING	R		
E. CARRYING	R	K. CROUCHING	R	Q. VISION	C		
F. PUSH/PULL	R	L. CRAWLING	R	R. HEARING	C		

THIS IS A DESCRIPTION OF THE WAY THIS JOB IS CURRENTLY PERFORMED; IT DOES NOT ADDRESS THE POTENTIAL FOR ACCOMMODATION.

Physical Demand	Description
Sitting:	Most of the work day; very little standing or walking required.
Walking/Running:	To and from file cabinets; short distances on carpet and tile.
Lifting/Carrying:	Occasionally carrying box of computer paper (approximately 25 pounds) from supply room to communications office (approximately 40 feet).
Handling:	To use telephone, radio and files.
Fine Dexterity:	To use computer keyboard and mouse.
Vision:	To view computer monitors and input data.
Hearing/Talking:	Primary aspect of job; to take and dispatch calls; auditory discrimination helpful in identifying Fire, EMS or Police units in emergency situations.
Foot Controls:	Foot controls to operate radio microphone are optional and require little exertion.
Standing:	Occasionally to write information on white board and to read wall maps and speak with citizens at walk-up window.
Pushing/Pulling:	To open file drawers.
Reaching:	Occasionally reach arms length to place messages or files in in-boxes.

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PHYSICAL DEMANDS

MACHINES, TOOLS, EQUIPMENT AND WORK AIDES

Radio console; handheld radio; computer; printer; telephone; TDD; 9-1-1 system; fax machine, copy machine

ENVIRONMENTAL FACTORS

N/A Work performed inside climate controlled building.

PROTECTIVE EQUIPMENT

None required

NON-PHYSICAL DEMANDS

Frequency Codes: F= Frequent O= Occasionally R= Rarely

Time Pressures	F	Emergency Situations	F
Noisy/Distracting Environment	F	Tedious Exacting Work	F
Performing Multiple Tasks Simultaneousl	F	Working Closely with Others as part of a Team	F
Danger/Physical Abuse	R	Irregular Schedule/Overtime	F
Frequent Change of Tasks	F	Other: Verbal Abuse	F

JOB REQUIREMENTS

FORMAL EDUCATION

High School diploma or GED required.

Professional License & Training:

Obtain TCOLE Telecommunicator License within 1st year of employment.

EXPERIENCE

TCOLE License preferred
Public Safety dispatching experience preferred.

OTHER REQUIREMENTS

* Pass thorough criminal background check. Submit a Fingerprint Application before date of hire.
* Pass 2 hour CritiCall Pre-Employment Skill Test with an overall Non-data score of 80% and a Data entry entry score of 3100 or above.
* Satisfactorily complete in-house (probationary) training in telecommunications provided by employer.
* Complete the following training made available by employer: TDD, NCIC/TCIC, TLETS; complete and pass specific TCOLE required courses within one year of employment; and all other training provided or required by employer.
* The applicant must have the ability to clearly speak, write and understand the English language.
* The applicant must have the ability to comply with the City's drug free workplace policy.
* The applicant may not pose a direct threat to the health and safety of the employee or others.
* The applicant must have the ability to report to work, as scheduled, on time and remain on duty for the duration of the work day and is required to work overtime when needed or assigned.
* The applicant must have the ability to perform the normal interactive functions of the job, and to withstand the normal stresses of the workplace and perform under stress and conditions of personal danger.
* The applicant must have the ability to accept supervision, to accept constructive criticism, and to accept discipline.
* The applicant must have the ability to follow established policies and procedures.
* The applicant must be able to work cooperatively with fellow employees and supervisor.
* The applicant must be able to quickly and correctly understand, report, and act upon verbal and written instructions and information in stressful situations.
* The applicant must pass a drug screening exam prior to date of hire.
* The applicant must pass a psychological exam prior to date of hire.

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SKILLS:

READING
Read manuals for emergency medical, police, fire instructions and chemical emergencies, city laws and ordinances, maps, map information, memorandums and instructions, departmental policies and procedures; data systems from computers; telecommunicator manuals; police reports; accident reports.

WRITING:
Ability to perform basic writing to include emails, pass-on messages, and memorandums.

MATH:
Ability to perform basic math including addition, subtraction, multiplication and division.

REASONING:
Ability to determine in potentially life-threatening situation: nature of emergency; appropriate immediate response to situation; number of units to dispatch; appropriate agencies to contact; nature of additional information needed.

SUPERVISORY:
N/A

MANAGERIAL:
Use organizational skills and judgment to handle a variety of duties at once; determine those of most pressing nature and set priorities.

INTERPERSONAL:
Must possess excellent verbal communication; ability to maintain composure with difficult, irate, hysterical, or non-communicative individuals; take information quickly; give instructions or dispatch units quickly and accurately.

SIGNATURES - REVIEW AND COMMENT

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

I have reviewed the experience and qualification requirements of the job and I feel I am qualified.

Applicant/Employee - Print Name	Signature	Date
Michelle Black Communications Supervisor Supervisor- Print Name and Title	Signature	Date

Comments: _____