



P. O. Box 239
Lockhart, TX 78644

Job Description Form

JOB TITLE: TELECOMMUNICATOR

Date: October 1, 2019

Pay Range: \$ 15.35 - \$19.55 - \$23.74

Pay Grade: (27) Non-Exempt

Schedule: 12 Hour Shift

Revised: May 14, 2019

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. Travel to other cities to attend required schools and training. | 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: _____ | | | |

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

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; operate a vehicle. |
| 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. |

PHYSICAL DEMANDS

MACHINES, TOOLS, EQUIPMENT AND WORK AIDES

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

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

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

- * Must possess and maintain a valid Texas Driver's License with an acceptable driving record.
- * 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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JOB TITLE: TELECOMMUNICATOR

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: _____

