



Police Communications Operator I

Salary Group: A13

Class Code: 6095

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
POLICE COMMUNICATIONS OPERATOR I	6095	A13	\$29,439 - \$46,388
POLICE COMMUNICATIONS OPERATOR II	6096	A14	\$31,144 - \$49,134
POLICE COMMUNICATIONS OPERATOR III	6097	A15	\$32,976 - \$52,045
POLICE COMMUNICATIONS OPERATOR IV	6098	A16	\$34,918 - \$55,130
POLICE COMMUNICATIONS OPERATOR V	6099	A18	\$39,521 - \$64,449
POLICE COMMUNICATIONS OPERATOR VI	6100	A19	\$42,244 - \$68,960

GENERAL DESCRIPTION

Performs entry-level police and emergency management communications work. Work involves serving as the primary contact for agency officers and local, state, and federal law enforcement agencies requesting assistance and information. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Provides communication interface between agency officers and other law enforcement agency officials and serves as the communications link during disasters, civil disturbances, and other serious incidents using radio, telephone, electronic (Internet based), and mobile in-car communications.

Provides emergency assistance in incidents posing threats to the safety and well-being of law enforcement officers or the general public while exercising sound judgment and resourcefulness.

Maintains close contact with field units and communicates with agency employees, other law enforcement and criminal justice agencies, emergency service providers, and the general public to obtain and disseminate information in a timely, accurate manner.

Monitors auditory and visual alarm devices and intercoms to control access to and ensure the security of contraband, evidence, and property.

Prepares and updates reports, memoranda, logs, and correspondence that accurately document law enforcement communications using appropriate agency policies and procedures.

Performs research, intelligence information data gathering, verification, and strategic contact with other law enforcement agencies, in support of agency objectives and programs.

Receives and answers inquiries from the general public regarding laws, department policies and procedures, missing persons, and weather and road information.

Searches for and provides intelligence information in support of local, state, and national security issues, including homeland security, to law enforcement officials and the general public through criminal activity reports, criminal and traffic warrants, driver's license and vehicle registration information, Amber alerts, criminal records, public assistance, and information on the status of persons apprehended.

Transmits, receives, and relays official information using established agency communications equipment to agency officers and law enforcement agency officials.

Updates and maintains the Texas Crime Information Center and National Crime Information Center databases, including making entries, deletions, and confirmations of wanted persons, threats to peace officers, and weapons files.

May maintain emergency power generator operations, test run logs, and/or conduct daily monitoring and visual inspections of tower alarm lights and monitors.

May assist in the set up and operation of temporary communications command sites during man-made or natural disasters and special assignments, including roadblocks, taskforces, and manhunts.

May testify in court regarding records or events.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in dispatch, telephone, police, or emergency management communications work. Graduation from a standard senior high school or equivalent is generally preferred. Education and experience may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of Federal Communications Commission rules and regulations pertaining to the operation of public safety communication equipment and of policies and procedures used in entering and retrieving appropriate information.

Skill in the operation of telecommunications equipment, computers, and office equipment.

Ability to handle crisis situations, to maintain and prepare logs and reports, to perform multiple duties simultaneously, to comprehend and execute written and verbal instructions, to operate automated and manual information systems, and to communicate effectively.

REGISTRATION, CERTIFICATION, OR LICENSURE

Must be able to qualify for and obtain certification as a telecommunications operator by the Texas Commission on Law Enforcement.