



# Police Communications Operator

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
POLICE COMMUNICATIONS OPERATOR I	6095	B14	\$34,144 - \$52,134
POLICE COMMUNICATIONS OPERATOR II	6096	B15	\$35,976 - \$55,045
POLICE COMMUNICATIONS OPERATOR III	6097	B16	\$37,918 - \$58,130
POLICE COMMUNICATIONS OPERATOR IV	6098	B17	\$39,976 - \$61,399
POLICE COMMUNICATIONS OPERATOR V	6099	B19	\$45,244 - \$72,408
POLICE COMMUNICATIONS OPERATOR VI	6100	B20	\$48,158 - \$77,477
POLICE COMMUNICATIONS OPERATOR VII	6101	B22	\$54,614 - \$88,703

## GENERAL DESCRIPTION

Performs police and emergency management communications work as a licensed first responder serving as the primary contact for agency officers and local, state, and federal law enforcement agencies who request assistance and information.

## EXAMPLES OF WORK PERFORMED

Provides communication interface between agency officers and other law enforcement agencies 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 local, state or national safety and/or the safety and well-being of law enforcement officers or the general public, while exercising sound judgment and resourcefulness.

Provides intelligence information in support of local, state, and national security, 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.

Maintains close contact with field units by communicating 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 risks to life and safety, laws, agency policies and procedures, missing persons, and weather and road information.

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

Updates and maintains the National Crime Information Center/Texas Crime Information Center (NCIC/TCIC) databases by entering, deleting, and confirming data for wanted persons, threats to peace officers, and weapons files.

Testifies in court regarding records or events.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VII may also perform work listed within the previous levels.*

**Note:** *Factors that may distinguish between entry and journey levels include the degree of independence in performing the work and the complexity of the work and may include the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

**POLICE COMMUNICATIONS OPERATOR I:** Performs entry-level police and emergency management communications work as a licensed first responder. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience and spend the majority of their time performing simple to routine work following standard procedures.

**POLICE COMMUNICATIONS OPERATOR II:** Performs routine (journey-level) police and emergency management communications work as a licensed first responder. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees may also assist others in performing work of greater complexity and may perform analytical functions using computer software, hardware, and databases to support homeland security/criminal investigations.

**POLICE COMMUNICATIONS OPERATOR III:** Performs complex (journey-level) police and emergency management communications work as a licensed first responder for high-risk incidents involving the safety of the public or law enforcement officers. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees

at this level may work more independently than those at the previous levels and may routinely assist others in performing work of greater complexity. Employees may:

- Answer and evaluate all incoming telephone calls and prioritize them in relation to risks to life and safety, laws, agency policies and procedures, weather and road conditions, and missing persons; and communicate effectively with callers to obtain information required to determine urgency and need for response.
- Obtain, analyze, and provide intelligence information in support of local, state, and national security, 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.
- Prepare, review, and update reports, memoranda, logs, and correspondence that accurately document law enforcement communications using appropriate agency policies and procedures.
- Set up and operate temporary communications command sites during man-made or natural disasters and special assignments, including roadblocks, taskforces, and manhunts.
- Maintain emergency power generator operations, test run logs, and/or conduct daily monitoring and visual inspections of tower alarm lights and monitors.

**Note:** A senior-level employee (levels IV – VII) may serve as a team lead or supervisor. Senior-level employees may perform the full range of work listed in the examples and may coordinate or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the complexity of the work performed, and the employee's related experience, education, and certifications.

**POLICE COMMUNICATIONS OPERATOR IV:** Performs highly complex (senior-level) police and emergency management communications work as a licensed first responder for high-risk incidents involving the safety of the public or law enforcement. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

Employees at this level may:

- Coordinate communication between agency officers and other law enforcement agency officials and serves as the communications link during disasters, civil disturbances, and other serious incidents.
- Coordinate communication center operations to ensure close contact with field units, other law enforcement and criminal justice agencies, emergency service providers, and the general public; and coordinate the dissemination of information in a timely, accurate manner.
- Coordinate and/or transmit, receive, and relay official information, using established agency communications equipment, to agency officers and law enforcement agency officials.
- Coordinate the retrieval, analysis, and assembly of intelligence information in support of local, state, and national security, including homeland security, for 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.

- Review the performance of analytical functions using computer software, hardware, and databases to support homeland security/criminal investigations.
- Monitor, answer, and evaluate incoming telephone calls and prioritize them in relation to risks to life and safety, laws, agency policies and procedures, road information, and missing persons; and communicate effectively with various callers to obtain complete information to determine urgency and need for response.
- Teach in training schools and provide instruction and training directly to personnel as required.
- Monitor the National Warning System and use of special equipment, testing, and broadcasting of severe weather statements.
- Receive complaints from the public concerning police emergencies.

**POLICE COMMUNICATIONS OPERATOR V:** Performs advanced (senior-level) police and emergency management communications work as a licensed first responder responding to high-risk incidents involving the safety of the public or law enforcement. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may fully perform highly complex police and emergency management communications work and may:

- Coordinate communication between agency officers and other law enforcement agency officials and coordinate staff serving as communications links during disasters, civil disturbances, and other serious incidents.
- Coordinate emergency assistance in incidents posing threats to local, state, and national safety and the well-being of law enforcement officers and the general public while exercising sound judgment and resourcefulness.
- Coordinate the updating and maintenance of the NCIC/TCIC databases and ensure that entries, deletions, and confirmations regarding wanted persons, threats to peace officers, and weapons files are made by appropriate staff.
- Coordinate the instruction provided at training schools and provide instruction and training directly to personnel as required.
- Monitor communication center operations involving the answering and evaluation of all incoming telephone calls and the prioritization of calls in relation to risks to life and safety, laws, agency policies and procedures, road information, and missing persons; and monitor ongoing communication to ensure that staff interact effectively with various callers by obtaining complete information to determine urgency and need for response.
- Monitor the set up and operation of temporary communications command sites during man-made or natural disasters and special assignments, including roadblocks, taskforces, and manhunts.
- Monitor the retrieval, analysis, and assembly of intelligence information in support of local, state, and national security, including homeland security, for 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.
- Monitor the preparation, review, and updating of reports, memoranda, logs, and correspondence that accurately document law enforcement communications using appropriate agency policies and procedures.

- Monitor communications traffic activity in the communication operations center and modifies prioritization of calls as needed.
- Evaluate the performance of analytical functions using computer software, hardware, and databases to support homeland security/criminal investigations.
- Assist with the operation of the Civil Defense Warning System and ensure proper notification.

**POLICE COMMUNICATIONS OPERATOR VI:** Performs highly advanced (senior-level) work coordinating police and emergency management communications as a licensed first responder for high-risk incidents involving the safety of the public or law enforcement. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may independently perform the most complex police and emergency management communications work and may:

- Monitor and evaluate the performance of analytical functions using computer software, hardware, and databases to support homeland security/criminal investigations.
- Monitor and evaluate the retrieval, analysis, and assembly of intelligence information in support of local, state, and national security, including homeland security, for 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.
- Oversee personnel monitoring communications traffic and modify prioritization of calls as needed.
- Operate the Civil Defense Warning System and ensure proper notification.
- Resolve complaints from the public concerning police emergencies.

**POLICE COMMUNICATIONS OPERATOR VII:** Performs highly advanced and/or supervisory (senior-level) work coordinating and/or overseeing police and emergency management communications as a licensed first responder for high-risk incidents involving the safety of the public or law enforcement. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate and/or oversee emergency assistance in incidents posing threats to state and national safety and the well-being of law enforcement officers and the general public, while exercising sound judgment and resourcefulness.
- Coordinate and/or oversee communication between agency officers and other law enforcement agency officials.
- Coordinate and/or oversee staff serving as communications links during disasters, civil disturbances, and other serious incidents.
- Coordinate and/or oversee the updating and maintenance of the NCIC/TCIC databases and ensure that entries, deletions, and confirmations regarding wanted persons, threats to peace officers, and weapons files are made by appropriate staff.

## GENERAL QUALIFICATION GUIDELINES

### EXPERIENCE AND EDUCATION

Experience in dispatch, telephone, police, and 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

#### For all levels

- Knowledge of public safety communications rules and regulations pertaining to the operation of public safety communication equipment, and 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 tolerate and react to high stress situations and emergencies while maintaining composure, 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, to prioritize calls, and to communicate effectively.

#### Additional for Police Communications Operator IV level

- Ability to coordinate and lead others during crisis situations.

#### Additional for Police Communications Operator V – VII levels

- Knowledge of the principles and practices of communication center administration and management.
- Ability to coordinate, lead, or supervise others during crisis situations; to establish goals and objectives; to determine solutions for administrative issues; and to develop, implement, and/or apply policies and procedures.

#### Additional for Police Communications Operator VI level

- Ability to serve as a lead worker providing direction to others.

#### Additional for Police Communications Operator VII level

- Ability to oversee and/or supervise the work of others.

**REGISTRATION, CERTIFICATION, OR LICENSURE**

**For Police Communications Operator level I**

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

**For Police Communications Operator levels II - VII**

Must be licensed as a telecommunications operator by the Texas Commission on Law Enforcement.