



Police Communications Operator III

Salary Group: A15

Class Code: 6097

<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 complex (journey-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 general supervision, with limited 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 state and national safety and the well-being of law enforcement officers or the general public while exercising sound judgment and resourcefulness.

Provides instruction in training schools and provides instruction and training to personnel as required.

Answers, evaluates, and prioritizes all incoming telephone calls regarding laws, departmental policies and procedures, weather and road information, and missing persons and communicates effectively with various callers to obtain complete information to determine urgency and need for response.

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.

Obtains 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.

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

Performs analytical functions using computer software, hardware, and databases to support homeland security/criminal investigations.

Receives and answers inquiries from the general public regarding laws, departmental 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 Texas Crime Information Center and National Crime Information Center databases by making entries, deletions, and confirmations regarding wanted persons, threats to peace officers, and weapons files.

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

Sets up and operates temporary communications command sites during man-made or natural disasters and special assignments, including roadblocks, taskforces, and manhunts.

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

May analyze communications traffic activity and shift or modify priorities.

May testify in court regarding records or events.

Performs related work as assigned.

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

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, to prioritize calls, and to communicate effectively.

REGISTRATION, CERTIFICATION, OR LICENSURE

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