



Police Communications Operator IV

Salary Group: A16
Class Code: 6098

<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 highly complex (senior-level) police and emergency management communications work. Work involves coordinating contacts with agency officers and local, state, and federal law enforcement agencies requesting assistance and information. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

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

Coordinates communication center operations to ensure that close contact is maintained with field units, other law enforcement and criminal justice agencies, emergency service providers, and the general public and coordinates the dissemination of information in a timely, accurate manner.

Coordinates and/or transmits, receives, and relays official information using established agency communications equipment to agency officers and law enforcement agency officials.

Coordinates the assembly and retrieval of intelligence information in support of local, state, and national security issues, 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.

Reviews the performance of analytical functions using computer software, hardware, and databases to support homeland security/criminal investigations.

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

Monitors, answers, evaluates, and prioritizes incoming telephone calls regarding laws, departmental policies and procedures, road information, and missing persons and

communicates effectively with various callers to obtain complete information to determine urgency and need for response.

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

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

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.

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

Assists supervisory personnel with monitoring communications traffic activity by prioritizing calls as needed and with routine administrative duties.

May monitor the National Warning System and use of special equipment, testing, and broadcasting of severe weather statements.

May assist with the operation of the Civil Defense Warning System and ensure proper notification.

May receive complaints from the public concerning police emergencies.

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 and lead others during 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.