



Police Communications Operator V

Salary Group: A18

Class Code: 6099

<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 advanced (senior-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. May provide guidance to others. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Coordinates 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.

Coordinates communication between agency officers and other law enforcement agency officials and coordinates staff providing communication links during disasters, civil disturbances, and other serious incidents using the telephone, computer networks, and radio systems.

Coordinates the updating and maintenance of the Texas Crime Information Center and National Crime Information Center databases and ensures entries, deletions, and confirmations regarding wanted persons, threats to peace officers, and weapons files are made by appropriate staff.

Coordinates the instruction provided at training schools and provides instruction and training to personnel as required.

Monitors communication center operations involving the answering, evaluation, and prioritization of all incoming telephone calls regarding laws, departmental policies and procedures, road information, and missing persons; and monitors ongoing communication to ensure that staff interact effectively with various callers by obtaining complete information to determine urgency and need for response.

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

Monitors 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.

Monitors the preparation, review, and updating of reports, memoranda, logs, and correspondence that accurately document law enforcement communications using appropriate agency policies and procedures.

Monitors communications traffic activity in the communication operations center and modifies prioritization of calls as needed.

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

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

Assists with the operation of the Civil Defense Warning System and ensures proper notification.

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

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, and 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, of policies and procedures used in entering and retrieving appropriate information, and of the principles and practices of communication center administration and management.

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

Ability to handle and lead others during crisis situations, to operate automated and manual information systems, to prioritize calls, to establish goals and objectives, to determine solutions for administrative issues, to implement and apply policies and procedures, and to communicate effectively.

REGISTRATION, CERTIFICATION, OR LICENSURE

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