



200 W 2nd Street, Freeport, TX 77541 ** 979-233-3526 ** FAX 979-233-3205 ** www.freeport.tx.us

POSITION TITLE: Telecommunication Officer [Dispatcher]

DEPARTMENT: Freeport Police Department

RATE CLASS: Hourly

REPORTS TO: Telecommunication Supervisor

SHIFT: 12 hour shift

EDUCATION AND

TRAINING:

Complete at least a high school diploma or GED; 18 years of age minimum age requirement; Pass a physical exam, drug test and background check;

Qualifications, skills, and requirements include but are not limited to: high school diploma or equivalent and the ability to communicate well with general public, supervisors, and co-workers and must have a valid driver's license with good driving record. Complete the Basic Telecommunication's Course within 6 months of employment.

JOB SUMMARY:

The Telecommunication Officer position is skilled emergency service work that involves receiving emergency 911 and non-emergency requests for police assistance, determining nature/urgency of calls, initiating police or other emergency personnel action and maintaining close contact with field units to monitor response and needed support requirements.

It requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to emotional, disturbed and sometimes abusive people in a variety of situations. Work may be done separately or in conjunction with other Telecommunication Officers and Telecommunication Officers may assist in training, teaching and basic operational equipment management.

The Telecommunication Officer position requires rotating shift assignments and overtime in accordance with maintaining a fully operational 24 hour facility.

ESSENTIAL SKILLS: The Telecommunication Officer must possess the following skills: Problem solving, observational skills, teamwork, as well as be proficient in writing, basic mathematics, computer, and self management; they must also possess the following characteristics: maturity, levelheaded, honest, intelligent, cooperative, courteous, and dependable. Telecommunications Officer must be knowledgeable in city's ordinances, departmental standard operating procedures and regulations. Skilled in the operation of job specific tools and equipment. Ability to perform work requiring good physical condition, ability to communicate effectively orally and in writing, ability to exercise sound judgment in evaluation situations and in making sound decisions, ability to effectively give and receive verbal and written instructions, establish and maintain effective working relationships with other employees, supervisors, and the public and the ability to meet the special requirements listed below..

DUTIES & RESPONSIBILITIES:

- Receives and responds to emergency and non-emergency calls including enhanced 911, and non-emergency calls from the public, dispatchers, and law enforcement agencies via telephone and radio systems and computer-aided dispatch (CAD) systems;
- Processes and evaluates information received, prioritizes calls and dispatch required units and/or agencies;
- Monitors and coordinates police unit activity and assignments via police radio frequencies;
- Maintains status and locations of public safety personnel;
- Utilizes technology such as computers, radio systems, telephones, fax machines and other communication equipment;
- Creates and maintains automated or manual logs of public safety communications activity;
- Accesses and enters sensitive data in local/state/national databases as necessary for investigative purposes;
- Enters and maintains files for persons or property pending apprehension/recovery;
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;
- Keeps informed of departmental regulations, policies and procedures;
- May assist in providing on-the-job training for Telecommunications Officers and submit progress reports and evaluations on trainees.
- Knowledge of public service activity and methods of local government;
- Knowledge of computer technology and equipment;
- Knowledge of law enforcement terminology and procedures;
- Knowledge of geography for the City of Freeport and surrounding areas;
- Knowledge of English language for spelling and proper word usage;
- Skill in multi-tasking- coordinating simultaneous mental, manual and visual activities;
- Skill in observing situations analytically and objectively and relaying details accurately;
- Skill in communicating using two-way radio and telephone equipment;

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- Skill in operating a variety of communications equipment effectively;

- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries;
- Ability to speak clearly and concisely;
- Ability to think clearly and act quickly in emergencies;
- Ability to establish and maintain effective working relationships with Police Department personnel, other city employees, outside law enforcement agencies and the general public;
- Ability to meet attendance schedule with dependability and consistency.

OTHER DUTIES:

All employees are expected to perform tasks as assigned by their supervisor; furthermore, working hours may be extended in times of necessity.

PHYSICAL/MENTAL REQUIREMENTS:

Physical:

- Must be able to pass a physical examination and drug screen. Must possess the ability to lift objects of at least 50 lbs., bending, stooping, crawling, standing, and walking for extended periods of time.
- Ability to operate, maneuver and/or steer equipment and machinery requiring simple, but continuous adjustments, such as car, computer terminal, first aid equipment and camera.
- Ability to coordinate eyes, hands, feet and limbs in performing semi-skilled movements such as data entry.
- Ability to exert moderate physical effort in sedentary to light work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, lifting, carrying, pushing and pulling.
- Ability to recognize and identify degrees of similarities or differences between characteristics of colors, forms sound and odors associated with job-related objects, materials and tasks

Mental: Emergency or non-traditional work hours will be necessary, Must maintain the ability to work under pressure with numerous distractions while maintaining good ethics and public service skills in adverse circumstances.

All municipal employees will be expected to show and maintain a high level of initiative, enthusiasm, and motivation towards the improvement of ALL aspects of the Freeport community. Employees will also be expected to be available for work, to report to work in a dependable and timely fashion, and to be physically and mentally fit to do their assigned work.

Employee Signature

Date

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