

<b>CITY OF THE COLONY</b> Status: <b>Non-Exempt</b> Supervised By: <b>Communications Supervisor</b>	<b>Communications Officer</b>	<b>POLICE DEPARTMENT</b>  Revised: October 1, 2010
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**JOB SUMMARY**

This is a civilian position responsible for the handling of all police department communications using primarily radio, computer entry, and telephone to communicate with our citizens and officers, while documenting and recording the communication activity. Every employee in this department must make ethical decisions daily, conforming to applicable laws and departmental policy, communicate effectively with our citizens and coworkers, while remaining professional in all circumstances. Our goal in every citizen contact is to provide the best service possible while demonstrating concern for each request for service. Every decision made will be toward the goal of achieving our mission statement, "Our citizen's safety, security, and well-being are our highest priority."

- ESSENTIAL DUTIES AND RESPONSIBILITIES**
1. Routinely answer a multi-line telephone system for emergency and non-emergency calls dispatching appropriate units, directing calls appropriately, and documenting the calls as directed.
  2. Communicate regularly on various radio systems either transmitting or receiving information and documenting the communication on designated logs and our CAD system.
  3. Make routine and repetitive computer inquiries and entries, and communicating that information appropriately.
  4. Actively monitor jail prisoner and book-in monitors and record prisoner book-ins.
  5. Provide emergency medical information over the telephone.
  6. Read a variety of reports and documents, photocopy documents as needed, and enter data and narrative text into the police department computer network. Must keep sensitive information confidential.
  7. Routine filing.
  8. Assist citizens at a walk-up window/counter 48 inches high.
  9. Update public safety CATV as needed.
  10. May be required to perform other duties as assigned.
  11. Perform and meet all physical requirements, skills, and abilities listed.

- KNOWLEDGE, SKILLS, AND ABILITIES**
1. Must be able to remain professional and courteous while dealing with often angry or hostile individuals.
  2. Must be able to communicate clearly and effectively in English both verbally and in writing while performing a variety of task. Must be able to simultaneously comprehend telephone and radio traffic.
  3. Must be able to work independently without direct supervision on any shift, which includes nights, weekends, and holidays, and accept on-call status.
  4. Must be able to complete state mandated training within first year of employment.
  5. Ability to safely operate a city vehicle and attend required training, which might require travel occasionally overnight, or attend and testify in court when summoned.

6. Must be able to sit for eight or more hours in a confined area under stressful conditions while entering data into a computer on a continuous basis. Stand for extended periods of time at customer window or at a copy machine, and bend to lift, carry, drag, or move up to a 50-pound box of material.
7. Ability to attend required training that might require travel occasionally overnight and ability to safely operate a city vehicle if required.
8. Ability to work with others effectively as a team to accomplish task without discriminating against race, religion, color, gender, national origin, age, disability, or veteran status.
9. Must have vision correctable to 20/20 and hearing correctable to normal range.
10. Work an eight hour shift without designated break periods during that shift. Paid breaks will be allowed as workload and staffing permit.

**EDUCATION, EXPERIENCE AND CERTIFICATION**

**Required:**

1. Must be 21 years of age.
2. High School Diploma or G.E.D.
3. A valid Texas Drivers license.
4. No misdemeanor convictions above Class C in the past five years.
5. Never convicted of a Class A Misdemeanor or higher level offense.
6. Ability to type 25wpm, with a working knowledge of basic computer operations using Windows.

**Preferred:**

1. Ability to type on a keyboard 40 wpm.
2. CPR training.
3. Basic or Intermediate Telecommunications Certificate.
4. Ability to speak Spanish

**CERTIFICATION**

Employee Signature:

Date Signed:

Immediate Supervisor  
And/or Department Head:

Date Signed: