



City of Denison
Communications Specialist

SALARY	\$22.39 - \$27.99 Hourly \$1,791.30 - \$2,239.55 Biweekly \$46,573.80 - \$58,228.19 Annually	LOCATION	Denison, TX
JOB TYPE	Full-Time	JOB NUMBER	00420
DEPARTMENT	Police	DIVISION	Public Safety Communications
OPENING DATE	10/02/2024	CLOSING DATE	Continuous

Description

Performs a variety of dispatch duties on behalf of the City’s Public Safety 911 Communications Center; provides for the delivery of emergency and non-emergency services to the public; prepares dispatch records and documentation; operates various types of telecommunications equipment; and performs other related duties as assigned. Applicant must be able to provide excellent customer service to internal and external customers and promote teamwork among all City divisions.

Examples of Duties

ESSENTIAL FUNCTIONS

The following duties are typical for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to demonstrate competence and satisfactory performance of these duties. Other duties may be required and assigned.

1. Answers and processes incoming 911 and non-emergency calls for assistance from the public.
2. Requests and obtains information from callers; determines the need and type of service required.
3. Provide confidentiality in all processes and information obtained from various job functions.
4. Provides instructions to callers necessary to assist in stabilizing patients and/or securing potential crime scenes.
5. Applies professional communication techniques to calm hysterical, irrational, or irate callers.
6. Documents and enters call information into the Computer Aided Dispatch (CAD) system.
7. Prepares, maintains, and submits various types of dispatch records and documentation.
8. Monitors incoming radio traffic; dispatches Police, Fire, EMS, and/or non-emergency response personnel to appropriate call locations.
9. Maintains communication with field units; monitors the location and safety of field personnel.
10. Research and relay call information to responders; performs driver license, vehicle registration, criminal background, and warrant checks; processes wrecker requests.
11. Operates various types of telecommunications equipment, software programs and systems including Texas Law Enforcement Telecommunication System (TLETS), Computer Aid Dispatch System (CAD) and Records Management System (RMS), and Municipal Court Citation Maintenance systems (INCODE).
12. Inputs, updates, and verifies the accuracy of information in the National Crime Information Center (NCIC) and Texas Crime Information Center (TCIC) systems; validates and confirms the status of entries.
13. Assists in monitoring security cameras and National Weather Service Bulletins; gathers and disseminates related information to appropriate parties.
14. Attends training and develops public safety communications knowledge and skills.

15. Performs other related duties as assigned or required.

KNOWLEDGE SKILLS AND ABILITIES

1. Computer keyboarding, operation of a mouse and telephone handset
2. Assisting in providing for the delivery of high-quality telecommunications services to the public
3. Answering, processing, and accurately documenting calls for assistance.
4. Operating various types of telecommunications equipment.
5. Establishing and maintaining cooperative working relationships with other staff, City departments, outside agencies, emergency response personnel, and the public.

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Typical Qualifications

MINIMUM REQUIRED QUALIFICATIONS

- Must have a High School Diploma or equivalent
- Must Possess a valid State issued Driver's License
- Applicant must have the ability to obtain the following within 6 months of employment:
 1. Basic TCOLE Telecommunications Operator
 2. NCIC/TCIC Operator
 3. Approved CPR Certification
 4. Emergency Medical Dispatch Certification
 5. Telecommunications Device for the Deaf
 6. National Incident Management System (NIMS) 100, 200, 700, and 800 compliant

PREFERRED QUALIFICATIONS

- Experience is preferred, but not required as this is an entry- level position.

Physical & Work Environment

PHYSICAL AND WORK ENVIRONMENT The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor or Employee Services.

- Work is performed in a public safety communications environment
- Subject to sitting for extended periods of time, standing, walking, bending, reaching, and lifting of objects up to 40 pounds.
- Exposure to high levels of stress and emotional/psychological challenges common to the delivery of emergency dispatch services is involved.

Agency

City of Denison

Address

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Phone

Website

903.465.2720 ext. 2445

<http://www.cityofdenison.com/jobs>