



## JOB DESCRIPTION

Effective Date: \_\_\_\_\_



Title: <b>Emergency Communications Specialist</b>	FLSA Status: Non-Exempt
Department: Communications	Essential Status: Essential
Division: None	Pay Scale E
Reports to: Director of Communications	

### **BRIEF DESCRIPTION:**

To direct police, fire, and EMS personnel in calls for service.

### **ORGANIZATIONAL RELATIONSHIPS:**

1. Reports to: Director of Communications
2. Directs: None
3. Other: Deals with general public, public safety employees, and local officials.

### **GENERAL STATEMENT:**

This is a responsible position for monitoring emergency radios, telephones, and TLETS II for pertinent information and dispatching appropriate personnel on calls.

### **EXAMPLES OF WORK:**

- Maintain and monitor radio communications with public safety units on a constant basis.
- Receive and direct telephone calls and dispense information and messages.
- Answer emergency phones lines and obtain necessary information about complaints or emergencies.
- Type, file, and maintain various dispatch logs, records, correspondence, notices, and complaints.
- Monitor various public safety radio frequencies.
- Direct appropriate emergency units on calls.
- Receive and send information via TLETS II.
- Receive and receipt monies for bonds, fines, and fees.
- Provide general information to the public regarding laws, ordinances, impounded vehicles, and directions.
- Receive telephone calls and visitors with professional courtesy, attentiveness, and concern.
- Perform other such duties and activities as may be assigned.



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**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to transmit radio communications in a clear, distinct, unemotional and impersonal tone of voice during routine or emergency conditions.
- Ability to operate a calculator and a computer system.
- Ability to type accurately.
- Ability to interact with the general public and other departments.
- Ability to maintain confidentiality.
- Ability to follow instruction, safety practices, and standard operating procedures in performing assignments
- Ability to conduct themselves within a set of values and accepted standards

**CERTIFICATIONS AND LICENSES REQUIRED:**

High School Diploma or equivalent

Applicable valid Texas Driver's License

Must be bondable

Must attend state required courses within one (1) year of employment

**SIGNATURE – REVIEW & COMMENTS:**

The above statements describe the general nature and level of work being performed as of the date of preparation and approval. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the position. Employees holding this position will be required to perform any other job-related duties as requested by management. The job description does not constitute an employment agreement between the employer and employee, and all requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

I have reviewed this job description and received a copy:

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date