



Job Description

	Title:	Telecommunications Officer
	Department:	Sheriff's Office
	Reports To:	County Sheriff or designee
	Approved Date:	01-08-16

General Summary:

Receives, transfers, and monitors incoming calls on telephone and radio; monitors and maintains security of Sheriff's office; enters warrants into computer system and confirms entry; runs criminal history checks; prepares various paperwork; and assists county personnel and visitors at front desk. Answers emergency 911 calls and dispatches the appropriate responding units.

Essential Duties:

Receives incoming telephone and radio calls and transfers callers to appropriate personnel; Enters calls into computer system; Monitors and maintains security of the Sheriff's office, including opening and closing doors and observing all personnel and visitors entering and leaving the secure area; Enters warrants into TCIC/NCIC computer system and confirms entry; Clears and cancels warrants in TCIC/NCIC computer system; Enters and clears stolen property in TCIC/NCIC system; Monitors all Sheriff's Office, fire department, first responders, DPS, Game Warden, Constables, and any other radio traffic; Dispatches life flight; Sends, receives, and monitors teletype communications; Performs criminal history checks and wanted checks for patrol deputies, investigators, and Sheriff's Office and Jail administration; Assists county personnel and visitors at the front desk; and Types various forms and prepares paperwork for deputies.

Other Duties as assigned. (1%)

Supervision

Received: From County Sheriff or designee

Given: This is a non-supervisory position.

Education

Required: High school graduation or its equivalent

Preferred: At least one year of experience; or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.

Experience

Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Preferred:

Certificates, Licenses, Registrations

Required: Certification from the Texas Law Enforcement Telecommunications System (TLETS). Basic telecommunications license in 12 months.

Preferred:

Physical Demands

Typical: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; bend and kneel; and talk and hear. The employee frequently is required to stand and walk. The employee must frequently lift and/or move objects weighing up to 20 pounds, such as books, stacks of records, or other similar objects. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Knowledge, Skills, & Abilities

Typical: Court documents; local, state, and federal laws relating to operation of Sheriff's office; TCIC/NCIC system and procedures; department policies and procedures; and standard office practices and procedures. Operate computers; perform basic mathematical calculations; interpret policies and procedures; analyze information; operate office equipment, such as radio equipment, copy machine and facsimile machine; communicate effectively, both orally and in writing; and maintain effective working relationships with co-workers.

Work Environment

Typical: The work environment characteristics described here 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. The noise level in the work environment is usually moderate, but may be noisy and distracting. The employee is frequently required to work under time pressures to meet deadlines, to perform multiple tasks simultaneously; the employee is frequently placed in emergency situations.