

## **\*\*JOB POSTING\*\***

### **CLASS TITLE: Communications Specialist (Continuously Accepting Applications) Department: Public Safety-Dispatch**

Job Type: Full-time

FLSA: Non-Exempt

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

#### **GENERAL SUMMARY**

Under general supervision, this is administrative position which reports directly to the Communications Specialist Manager and is responsible for dispatching all calls for service in a timely manner. In addition to dispatching, the Communications Specialist assists the public at the front window, answers the public's questions on the phone and refers callers to the correct department all in accordance with Police Policies and Procedures and other regulations as pertaining to all City employees.

#### **SUPERVISION**

Direct supervision is provided by the Communication Shift Supervisor with general supervision by the Communication Specialist Manager.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Performs customer service functions by answering telephones and assisting the public at the front window.
2. When answering a call for service where a unit needs to be dispatched, the dispatcher obtains and records the information, and calms, negotiates, and otherwise communicates with the caller.
3. Must be able to exercise independent judgment and perform tasks in the absence of supervision, especially in emergency situations. Must be able to handle stressful situations.
4. Maintain contact with all units on assignment, maintain accurate status and location of police units, maintain daily computerized log of all field calls and units dispatched.
5. Assists officers by looking up information in the local and national databases; retrieving information from computerized networks relating to wanted persons, missing persons, stolen property, vehicle registration, stolen vehicles and other related information.
6. Ability to speak and write English clearly.
7. Ability to effectively communicate with and elicit information from upset or irate citizens.
8. Ability to learn and use standard radio broadcasting procedures and rules.
9. Ability to work under pressure, multi-task, exercise good judgment and make sound decisions in emergency situations.
10. Ability to maintain confidentiality of sensitive materials, records and conversations.
11. Ability to learn job related material primarily through observation, structured lectures and training; understand and follow written and verbal instructions; and to correctly use these instructions during training and while performing dispatching duties.
12. Ability to simultaneously monitor at least five computer screens and to immediately access each.
13. Ability to exercise good judgment in evaluating situations and making decisions; ability to dispatch based not only on priority but also on the basis that we value life over property.
14. Ability to react quickly and calmly in emergencies and project a positive image.
15. Ability to operate desktop computers, telephone, fax/copy machine, and base and hand-held radios.
16. Performs any other duties as assigned and as may be necessary to complete regular work.

#### **MINIMUM JOB REQUIREMENTS**

##### **EDUCATION**

High School Diploma or GED or its equivalent  
Bilingual required (English and Spanish).

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#### **EXPERIENCE**

At least (1) one year of experience of high volume public contact experience. Minimum 18 years of age. Must be able to type a minimum of 35 words per minute with 95% accuracy. Previous emergency dispatch experience desirable.

#### **LICENSES AND CERTIFICATES**

Must be eligible to obtain a temporary TCOLE operator license or possess an active Telecommunicator Operator License.

#### **Drug Screen**

As required by TCOLE, all new applicants must complete a drug screen prior to employment. Applicants with less than 180 days break in service need to complete the drug screen.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read NCIC/TCIC entries and extract viable information, ability to read and comprehend comments on a call for service. Ordinarily, such education is obtained at the high school level or above. However, it may be obtained from experience and self-study.
- Ability to deal with system of real numbers. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
- Ability to write emails to officers, take information from a caller and translate that into police codes, if necessary, and write officers comments on a CAD call card. Ordinarily, such education is obtained at the high school level. However, it may be obtained from experience and self-study.
- Application of ability to establish and maintain effective working relationships with the public, contractors, supervisors, coworkers and other departments.
- As essential personnel, subject to recall and working flexible or extended hours including weekends, holidays or emergencies.
- Hearing ability to answer and dispatch calls.
- Continuously sit, wearing a headset.
- Able to use basic office machines such as fax, copier, and phones. Computer literate.
- Communicating with personnel and the public and on telephone and on the radio.
- Must be fluent in English and Spanish, both orally and in writing.
- Ability to cooperate with fellow employees as a team member.

#### **Other Job Characteristics:**

Physical requirements include occasional lifting/carrying of 5 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment.

Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment.

**The full and completed application requirements can be found on this website at:**

<http://www.horizoncitypd.com/communication-now-hiring.html>.

**All applications must be completed, notarized and submitted in person at the following office location:**

**In person: Open 24 hours a day, 7 days a week  
15001 Darrington Rd / Horizon City, Texas 79928**

**Contact: Elva Ramos, Communications Specialist Manager  
(915) 852-1047**