



**KERR COUNTY, TEXAS  
SHERIFF'S OFFICE  
JOB DESCRIPTION**

**Name:**

**Department:** Sheriff's Office

**Position/Class Title:** Telecommunications Officer

**Supervisor:** Telecommunications Supervisor

**Pay Grade:** 18.5

**Employment Status:** Non-Exempt

**GENERAL DESCRIPTION:**

The purpose of this position is to receive emergency and non-emergency calls for service and broadcasts, determine priorities and dispatch law enforcement, emergency units, and non-law enforcement entities in Kerr County. Maintain and document radio transactions, shift activities, broadcasts, calls for service, pertinent information from telephone calls, and disburse to appropriate personnel.

**ESSENTIAL JOB DUTIES:**

1. Answer, evaluate, and prioritize emergency and non-emergency calls, and dispatch patrol deputies with locations, seriousness of emergencies, and response required.
2. Communicate with the Sheriff's Department, Fire Department, EMS, and other emergency personnel relaying instructions to the closest and most suitable unit available.
3. Maintain contact with officers.
4. Maintain accurate records and files, update records on family violence, restraining/protective orders, stolen files, wanted/missing/runaway persons, vacation house checks, fire dispatch logs, Crime Stopper logs, and 911 files.
5. Contact and monitor patrol personnel to verify assignment locations, units dispatched, and serve as liaison with callers as required.
6. Receive and transmit traffic details to the Texas Highway Department as well as Road and Bridge personnel when traffic or street signs are down, road repairs are needed, or for inoperable signal lights.
7. Research warrants, driver's licenses, and criminal histories for field units.
8. Maintain daily logs of radio transactions, shift activities, broadcasts, calls for service, and pertinent information from callers, and relay accordingly.
9. Inform electric, gas, and water companies of outages, failures, or emergencies.
10. Relay information between hospital personnel and emergency medical technicians on-site or during ambulance transport, if necessary.
11. Train and guide new dispatchers and maintain a clean, safe work environment.
12. Transmit and receive messages between divisions of Kerr County and other law enforcement agencies, and contact the general public as required.
13. Update CTO program and policies as required.

## **Job Title: Telecommunications Officer**

14. Monitor TLETS/NLETS teletype equipment; send and receive administrative messages; enter, modify, clear, and cancel state and nationwide data; confirm and reply to Kerr County warrants; acquire confirmation of out of county warrants TLETS correspondences.
15. Enter, process, and modify calls for service and County warrant information in Kerr County computer database. Enter personal data on subjects in subsystems, and monitor the Kerr County computer modem.

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned.

**Additional duties include:** Assist with audits; maintain TTY certification; change logger tapes; light maintenance. Duties may change from day to day, depending on the circumstances and issues that arise.

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

Knowledge of the Sheriff's Office Policy, Communications Policy and Jail Policy; Knowledge and ability to use basic office equipment, and DVD loggers, multi-line telephones, touch screens, radios, and camera equipment; Knowledge of security procedures and techniques; Knowledge of Law enforcement terminology and codes; Knowledge of and ability to operate computers, and various software programs; Good telephone etiquette; Excellent customer service skills; Ability to communicate effectively orally and in writing; Ability to interpret and comprehend new laws and regulations; Ability to multi-task, and prioritize tasks; ability to type 40 words per minute; Excellent interpersonal skills; Ability to maintain professional demeanor in stressful situations; Ability to maintain confidentiality.

### **EDUCATION AND EXPERIENCE:**

The educational requirement for this position is: Completion of high school/GED

This position requires: No experience required.

Education can be substituted for experience.

Experience cannot be substituted for education.

### **LICENSES, CERTIFICATIONS, OR REGISTRATIONS:**

Certifications, licenses, professional designations, or other qualifications **required** for this position include:

Telecommunicator's certificate by Texas Commission on Law Enforcement within one year of employment;

9-1-1 TDD/TTY, TLETS/NLETS and TCIC/NCIC Basic Procedures within the first 6 months of employment; Basic Telecommunicator's Course, Crisis Communications within first year of employment.

Certifications, licenses, professional designations, or other qualifications **preferred** for this position include: N/A

### **ESSENTIAL PHYSICAL REQUIREMENTS:**

#### ***Physical Requirements:***

Standing: under 1/3 of the time; walking: under 1/3 of the time; sitting: up to 2/3 of the time; using hands: up to 2/3 of the time; reaching with hands and arms: up to 2/3 of the time; climbing or balancing: None of the time; stooping, kneeling, crouching, or crawling: under 1/3 of the time; talking or hearing: over 2/3 of the time; and, tasting or smelling: None of the time.

**This position requires lifting:** Up to 10 pounds: up to 2/3 of the time; up to 25 pounds: under 1/3 of the time; up to 50 pounds: under 1/3 of the time; up to 100 pounds: None of the time; and, more than 100 pounds: None of the time.

## **Job Title: Telecommunications Officer**

### ***Vision Requirements:***

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up or down or to the left and right when vision is fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

### **ENVIRONMENTAL WORKING CONDITIONS:**

**The following physical conditions and hazards may be encountered while working in this position:**

- Indoor environment
- Noise
- Extreme temperatures
- Moisture and/or humidity
- Dust
- Odors
- Moving mechanical parts
- Poor ventilation
- Electrical hazards
- Mechanical hazards

**SIGNATURES**

*I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position. This certification is made with the knowledge that the information is to be used for the purposes of selection, classification, appraisal, and compensation.*

\_\_\_\_\_  
IMMEDIATE SUPERVISOR

\_\_\_\_\_  
DATE

*I have read this job description and understand the major responsibilities, requirements, and duties of this position.*

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
DATE



***Kerr County is an equal opportunity/affirmative action employer committed to achieving excellence and strength through diversity. The County seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed.***