

# TEXAS TELECOMMUNICATOR JOB DESCRIPTION (GENERIC)

## GENERAL DESCRIPTION

Performs law enforcement and emergency communications work serving as the primary contact for the public, agency officers, and other local, state, and federal law enforcement assets who request assistance and information.

Operates complex telephone, radio, and electronic data communication systems.

## KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of emergency communications systems, including radio, telephone, electronic, and mobile in-car communications.

Knowledge of state and federal Criminal Justice Information Systems (CJIS) as well as the rules and regulations governing appropriate use and protection of CJIS information.

Ability to calmly communicate and obtain information from people experiencing a mental or emotional crisis, and to provide guidance to others.

Ability to make appropriate decisions under stress.

Ability to deal with situations of extreme stress and danger.

Ability to carry out duties with integrity and honesty.

## EXAMPLES OF WORK PERFORMED

Receives and answers inquiries from the public regarding risks to life and safety, violations of laws, missing persons, and weather and road information.

Transmits, receives, and relays official information using established agency communications equipment to agency officers and law enforcement agency officials.

Updates and maintains the National Crime Information Center/Texas Crime Information Center (NCIC/TCIC) databases by entering, deleting, and confirming data for wanted persons, threats to peace officers, and weapons files.

Provides communication interface between agency officers and other law enforcement agencies and serves as the primary communications link during disasters, civil disturbances, and other serious incidents using radio, telephone, electronic, and mobile in-car communications.

Provides intelligence information in support of local, state, and national security, to law enforcement officials and the public through criminal activity reports, criminal and traffic warrants, driver's license and vehicle registration information, Amber alerts, criminal records, public assistance, and information on the status of persons apprehended.

Maintains close contact with field units by communicating with agency employees, other law enforcement and criminal justice agencies, emergency service providers, and the general public to obtain and disseminate information in a timely, accurate manner.

May monitor auditory and visual alarm devices and intercoms to control access to and ensure the security of jail personnel, inmates, contraband, evidence, and property.

Prepares and updates reports, memoranda, logs, and correspondence that accurately document law enforcement communications, using appropriate agency policies and procedures.

Required to work irregular hours and long shifts as necessary.

May interact with individuals with mental and emotional illnesses.

May be exposed to traumatic situations and graphic material.