

Scurry County Telecommunicator Job Description

The Communications Officer performs specialized radio and communications work. This position receives incoming emergency and administrative calls, prioritizes calls received, and forwards information via Radio/Phone system to fire departments, rescue squads, police departments, state troopers, constables, wildlife services, animal control, Sheriff's Department personnel, and various law enforcement task forces.

Essential Duties:

Operates emergency and non-emergency communication systems to receive complaints and requests for service by telephone; obtains necessary information and dispatches necessary information; gives callers direction and instruction if necessary.

Operates the Communications Section system entering and retrieving information to and from numerous databases including TCIC/NCIC, Scurry County Computer Systems, NLETS agencies, and a variety of local, regional, and state emergency response databases.

Processes, forwards, and maintains records of information obtained or entered; maintains appropriate logs of all complaints and services requested.

Prepares photocopies of various materials and distributes as requested.

Answers telephones and greets visitors; receives and responds to inquiries, as appropriate, or refers caller to proper personnel.

Answers 911 and forwards to fire, police, Sheriff, and EMS as appropriate.

Confirms warrants as necessary; shares warrant information with authorities as necessary.

Dispatches Sheriff Department and county personnel, including patrol, warrants, traffic, special enforcement unit, criminal investigations, transport, state troopers, narcotics, animal control, and game wardens.

Monitors and dispatches proper authorities for alarms received from county buildings.

Monitors state and national messages through TLETS and NLETS; monitors weather and officer safety alerts that come through the TLETS/NLETS system.

Runs and enters data in the state and national data base for stolen goods, wanted persons, protected persons, and missing, runaway, or endangered persons.

Tracks emergency service personnel's location.

Conducts 911 cell phone traces as necessary.

Provides key holder or management information for businesses or residences, and gate codes for gated areas.

Regular and punctual attendance is required.