



Blanco County Sheriff's Office Job Description

<u>Job Title:</u>	Telecommunicator
<u>Chain of Command:</u>	Reports to Sergeant
<u>Pay Scale:</u>	Telecom. \$15.90 hour
<u>Effective Date:</u>	October 2020

Job Summary Telecommunicator:

Under the direction of the Telecommunication or Detention Sergeant, the Telecommunicator is responsible for facilitating and monitoring all radio traffic. While performing the responsibilities of a Telecommunicator, he/she is required to react to citizen's calls for assistance, in both emergency and non-emergency situations and greet and assist citizens who enter the lobby. The Telecommunicator also performs data entry into the in-house and other related departmental computer systems, receives and accepts bonds. It is essential for all personnel associated with the Telecommunications office and the Detention Center to maintain an above average degree of professionalism, while providing services to the community.

Qualifications:

- 20 years of age.
- Must have a high school diploma or an equivalent G.E.D. certification.
- Valid Texas driver license.
- Valid Social Security card.
- Must pass a thorough background investigation, to include criminal history, personal credit record, and past work ethic.
- Must have working knowledge of computer operating systems (knowledge of Windows, Microsoft Word and Excel).



- Previous experience in a police or criminal justice related field is preferred.
- Must be able to obtain notary license (dispatch candidates).
- Must be able to pass both the TEEX final examination and the State examination for either the dispatch or the jail course or both.

Essential Job Functions

Telecommunicators:

- Maintain and operate the dispatch console.
- Answer the sheriff's office communications devices.
- Answer the 911 systems.
- Operate the TTY, TDD and the text telephone.
- Conduct systems checks to ensure they are in proper working order.
- Accept and forward messages as received.
- Accept and disseminate fax transmittals as received.
- Initiate pages to supervisors and/or investigators, as needed.
- Coordinate and communicate with dispatchers and other personnel from outside agencies.
- **Above all, must be able to multi-task between all functions of the dispatch center.**

Customer Service:

- Greet persons on the phone or those who appear in the lobby.
- Refer complaints to an on-duty supervisor and/or make available approved complaint information.

Computers:

- Must be able to type on a computer keyboard at a rate of at least 35 words per minute.
- Must be able to enter information into the CAD system real time without notes.
- Enter, check and remove information from TCIC/NCIC and LIDR.
- Operate under guidelines set forth by office policy, TLETS and CJIS.
- Enter calls into the CAD system documenting action by agencies.
- Enter and remove information from in-house databases.



Administrative:

- Must be able to learn and operate the jail door matrix.
- Maintain a dispatch radio transmission log.
- Accept and remove close patrol information.
- Maintain the wrecker rotation log
- Notarize documents.
- Accept bonds, local and outside agencies.
- Keep the dispatch office clean and presentable.
- Other administrative tasks as assigned.
- Operate standard office equipment i.e.; fax machine, paper copier, paper shredder and paper cutter.

Working Conditions

Mental demands:

- Read and communicate effectively (verbal and written).
- Maintain emotional control under stress and have the ability to make sound decisions quickly.
- Should not be unreasonably fearful of heights or be claustrophobic.
- Handle situations calmly when people are upset, injured or blood is present.
- Ability to shift between tasks, without confusion or loss of detail.