

City of Fort Worth, Texas Job Description

Classification Title	Public Safety Communicator I		
Job Code:	PS5130	Job Family:	Public Safety
Pay Grade	506	Date Reviewed:	06/28/15
FLSA Status	Nonexempt	Date Revised:	11/13/19

GENERAL SUMMARY

Performs dispatch services for emergency and non-emergency calls. Processes calls by entering pertinent information gathered from citizens into TriTech CAD. Routes calls to appropriate emergency services.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Receives and prioritizes emergency and non-emergency calls and situations; locates area of emergency situation using a variety of technical systems and routes calls to the appropriate department. Monitors Omega alarm system for City.
2. Enters all pertinent computer data relating to dispatch incidents and other important information. Retrieves information from Computer Aided Dispatch (CAD) system and routes to dispatchers.
3. Monitors Omega City alarm systems and monitors security of various municipal buildings. Identifies needed emergency responses and routes calls to dispatchers.
4. Responds to calls received from hearing impaired machines on various hotlines including crime stoppers and drug enforcement hotlines.
5. Testifies in court as required.
6. Verifies private residence and business active alarm permits.
7. Verifies stolen vehicles have not been towed or repossessed. Verifies license plate or VIN of stolen vehicles and sends to citywide broadcasts.
8. Performs correction and submission of timesheets.
9. Facilitates citizens filing Narcotics complaint forms.
10. Performs other related duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Modern office procedures, methods and computer equipment.
 - Principles and procedures of record keeping.
 - Pertinent federal, state and local laws and ordinances.
 - Computer aided dispatch, 79 call signals, and various databases and systems related to 911 operations.
 - Police Information Mining Portal.
 - General Orders for Fort Worth Police Department.
- **Skill in:**
 - Planning and prioritizing.
 - Observation and decision-making.
 - Organization, time management, and multi-tasking.
 - Problem solving.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Learn methods and techniques of emergency dispatching.
 - Learn to process information and make sound decisions in emergency situations.
 - Learn the geography and surrounding area of the City and interpret City maps and geographical locations.
 - Respond to emergency and non-emergency situations from the general public.
 - Type at a speed necessary for successful job performance.
 - Establish and maintain effective working relationships.
 - Trace cell sources.
 - Remain calm and manage stress.
 - Maintain confidentiality.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and no experience required.

OTHER REQUIREMENTS

Must meet TCOLE and CJIS requirements.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.