

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Public Safety Communicator IV		
<b>Job Code:</b>	PS5260	<b>Job Family:</b>	Public Safety
<b>Pay Grade</b>	510	<b>Date Reviewed:</b>	11/13/2019
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Performs advanced dispatch services and activities of the Police Communication Division for the City. Receives and responds to emergency and non-emergency calls from the general public. Dispatches appropriate emergency services. Performs a variety of duties in support of the Police Communications Division.

### 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. Monitors, receives, and relays police alarms, intra-departmental calls, emergency calls, and dispatches police vehicles in the most efficient and productive manner.
2. Prioritizes phone calls and dispatch police officers accordingly are of the utmost importance, particularly in the event of a potentially life-threatening situation.
3. Evaluates situations, organizes thoughts and responds quickly in emergency and stressful situations.
4. Maintains a working knowledge of incident command, City operations, tactical incident dispatching, and jurisdictional agreements and updates.
5. Manages communications of emergency personnel responding to incidents operations during events such as active shooter and officer down responses.
6. Assists in Training the Police Department Recruits during Officer Survival/Patrol Procedures.
7. Operates computerized law enforcement information systems to update or retrieve information in response to officer requests. Enters information into centralized law enforcement record keeping systems. Maintains emergency notification data for surrounding agencies.
8. Confirms outstanding warrants with other agencies. Types and files a variety of information, including arrest dispositions, bulletins and other material.
9. Obtains information requested by police officers (e. g., checking license plates, checking for wanted persons, checking driver's license information, etc.).
10. Assists police officers with the apprehension of suspects. Provides any needed assistance to customers, employees and visitors following the department's procedures.
11. Maintains a variety of comprehensive reports and records.

12. Retrieves all pertinent computer data relating to dispatch incidents, special requests from officers and other important information.
13. Determines the correct emergency response, correctly prioritizing and collecting data that is now evidence in crimes.
14. Assists with various duties in support of the Police Information Center.
15. Performs other related duties as required.
16. 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.
- Police dispatch, and National Crime Information Center (NCIC) operator functions.
- Principles and procedures of record keeping.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.
- Pertinent federal, state and local laws and ordinances.
- Police Information Mining Portal.
- General Orders for Fort Worth Police Department.
- Methods and techniques of police records research and file retrieval.

- **Skill in:**

- Planning and prioritizing.
- Attention to detail.
- Tactical Communications.
- Active Shooter Response Training.
- Observation and decision-making.
- Organization and time management.
- Monitoring assigned activities and operations.
- Operating assigned equipment.
- Making sound decisions and using good judgment.
- Prioritizing work activities.

- **Ability to:**

- Operate the computer aided dispatch (CAD) system and various other computer terminals.
- Respond to emergency and non-emergency situations from the general public.
- Think quickly, calmly, and clearly in emergency situations.
- Read and interpret maps and other navigational resources and give directions.
- Dispatch staff to emergency scenes as appropriate.
- Perform various duties in support of the Police Information Center.
- Access various criminal and crime history information.

- Operate various emergency recording and dispatching equipment under stress in an efficient manner.
- Maintain and update a variety of detailed records and reports.
- Type at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

## **MINIMUM JOB REQUIREMENTS**

HS diploma/GED and four (4) years of emergency or public safety dispatch experience and 120 hours of approved or equivalent Telecommunicator training.

## **OTHER REQUIREMENTS**

Must have an active TCOLE Intermediate Telecommunicator Certificate; High Stress/Active Shooter Dispatch Training; and, Tactical Emergency Response Certificate (TERT) at time of job offer.

Must have completed the Telecommunications Device for the Deaf (TDD) / Teletypewriter (TTY) for Telecommunicators within the last six (6) months from time of hire; or, TDD/TTY D.E, Traditional Service (TRS) and Emergency Technology, Deaf Culture, Crimes Against People with Disabilities, Effective TTY Call Processing, or ADA Law and Regulations within the last six (6) months from time of job offer.

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.