

# City of Lockhart, Texas

## JOB DESCRIPTION

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### Telecommunicator

**Department:** Communications (Dispatch)

**Pay Grade:** 107

**FLSA Status:** Non-Exempt

#### JOB SUMMARY

The Telecommunicator takes emergency and non-emergency calls for the City, Fire, EMS, Police, Animal Control and Utility Departments; and dispatches appropriate emergency units. An incumbent in this position also greets and directs visitors; accepts walk-in payments for utility bills; and runs drivers' license and license plate numbers.

#### ESSENTIAL JOB FUNCTIONS

- Answers phone/radio calls including 9-1-1 calls regarding emergencies; determines if emergency or non-emergency; and ascertains type of assistance needed.
- Maintains communication concentration in life threatening, crisis situations, or when callers are irate, verbally abusive, hysterical, or minimally communicative.
- Handles multiple calls simultaneously; makes split second decisions based on analysis of information and knowledge of emergency procedures.
- Dispatches appropriate units (such as police, EMS, fire, utilities, etc.) and tracks unit locations; refers calls to other agencies or departments as needed.
- Looks up information in files or computer data base; handles non-emergency City calls after normal business hours; and notifies City agencies of non-emergency calls from previous day.
- Assigns incident number to incident and accident reports; compiles call sheets.
- Enters information such as call notes, locations, involved persons and vehicles; updates as needed; and generates reports as requested.
- Greets and directs visitors.
- Hands out/receives various permit applications or open records requests to/from citizens; accepts walk-in payments for utility bills.
- Files incident and defendant reports and citations; maintains files for Class C warrants and TCIC/NCIC entries.
- Runs license plates and driver license numbers as requested.
- Issues Firing Range key to agency representatives as necessary.
- Performs monthly equipment checks on a wide range of electronic equipment.
- Attends training sessions and employee meetings; travels to other cities to attend required schools and training.

- Performs various basic office functions such as typing, copying, printing, etc.
- Performs other related duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Requires a High School diploma or equivalent, one year of related work experience preferred.

#### **Licenses or Certifications:**

- Minimum: Obtain TCOLE Basic Telecommunicator License within one (1) year of employment.
- Preferred: TCOLE Telecommunicator License.

#### **Special Requirements:**

- Pass a thorough criminal background check.
- Pass a drug screening exam prior to date of hire.
- Pass a psychological exam prior to date of hire.
- Possess and maintain a valid Texas Driver's License with an acceptable driving record.
- Ability to listen and hear clearly from multiple sources under stress
- Complete the following training made available by the employer: FEMA certified for Incident Command Structure – IC 100, 200, 700, 800; TCIC/TLETS full access licensing; CPR/AED certified for adults and infants (yearly); First Aid for first responder certified (yearly); and TTY/TDD certified (every 6 months).
- Ability to maintain predictable, regular, reliable in-person attendance.
- Ability to work weekends, special occasions, holidays, overnights, and overtime as scheduled or assigned.
- Ability to pass 2-hour CritiCall Pre-Employment Skill Test.

#### **Knowledge, Skills and Abilities:**

- Knowledge of emergency instructions such as emergencies dealing with medical, chemical, and accident circumstances.
- Knowledge of working with computers and department software.
- Skill in entering data into a computer.
- Skill in organizing and prioritizing.
- Skill in communicating, both verbally and in writing.
- Skill in performing basic math computations including addition, subtraction, multiplication, and division.
- Ability to work in a sedentary work environment for duration of shift, remain seated for extended periods of time.
- Ability to clearly speak, write and understand the English language.
- Ability to determine whether a situation is potentially life-threatening and determine proper response.
- Ability to follow verbal and written instructions even under tight constraints.
- Ability to maintain composure under challenging circumstances.
- Ability to provide clear, precise instructions to others.
- Ability to deal with constructive criticism.
- Ability to follow City's health and safety guidelines as well as policies and procedures.

- Ability to cooperate and work with fellow employees and supervisor.
- Ability to maintain accurate records.
- Ability to maintain composure with difficult, irate, hysterical, or non-communicative individuals.
- Ability to work with others.

### **PHYSICAL DEMANDS**

The work is sedentary which requires exerting up to 20 pounds of force occasionally and/or negligible amount of force frequently. Additionally, the following additional physical abilities are required (Demand Code: C=Continuously, F=Frequently, O=Occasionally, R=Rarely):

|   |   |
|---|---|
| O | • Balancing: Maintaining equilibrium to prevent falling while walking, standing, or crouching.  |
| O | • Crouching: Bending the body downward and forward by bending leg and spine.  |
| F | • Grasping: Applying pressure to object with fingers or palm.   |
| F | • Handling: Picking, holding, or otherwise working, primarily with the whole hand.  |
| C | • Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction; receiving detailed information through oral communication; and making the discrimination in sound.                       |
| C | • Hearing 2: Receiving detailed information; making discrimination in sound.  |
| O | • Kneeling: Bending legs at knee to come to a rest on knee or knees.  |
| R | • Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position, occurring to a considerable degree; requiring substantial use of upper extremities and back muscles. |
| C | • Manual Dexterity: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.   |
| C | • Mental Acuity: Making rational decisions through sound logic and deductive processes.   |
| F | • Reaching: Extending hand(s) and arm(s) in any direction.  |
| C | • Repetitive Motion: Substantially moving the wrist, hands, and/or fingers.   |
| C | • Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to others accurately and concisely.  |
| R | • Standing: Being erect particularly for sustained periods of time.   |
| R | • Stooping: Bending body downward and forward by bending spine at the waist, occurring to a considerable degree; requiring full motion of the lower extremities and back muscles.   |
| C | • Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other co-workers accurately, loudly, or quickly.  |
| R | • Talking 2: Shouting to be heard above ambient noise.  |
| C | • Visual Acuity 1: Having close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or reading extensively.                              |
| O | • Visual Acuity 2: Verifying color, depth perception, or field of vision.   |
| C | • Visual Acuity 3: Determining accuracy or neatness; observing facilities/structures.   |
| R | • Visual Acuity 4: Having visual acuity to operate motor vehicles/heavy equipment.  |
| R | • Walking: Moving about on foot to accomplish tasks, particularly for long distances, or moving from one work site to another.  |

**WORK ENVIRONMENT**

Work is performed in a relatively safe and secure work environment and inside a climate-controlled building.

***The City of Lockhart has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date