

# Taylor Police Department

## Memorandum

To: Frank Salvato, City Manager

CC:

From: Jeff Straub, Chief of Police

Date: Wednesday, October 02, 2002

Re: Approval of New Communications Officer Job Description and Reclassification of Existing Records Clerk Position to Communications Officer

The purpose of this memorandum is to expand Communications Officers' job descriptions to include some functions that were traditionally performed by one of our Records Clerk positions. This Records Clerk position also often performed the duties of Communications Officer in this organization. Further, with the reassignment of Records Clerk Bertha Nunez to Municipal Court, it is my desire to reclassify the now vacant Records Clerk position to Communications Officer.

Attached please find an adapted Communications Officer job description. This new job description also involves those duties that had been traditionally performed by the Records Clerk positions.

The salary Bertha was paid upon her transfer to the police department (which is already budgeted for this fiscal year) exceeds that of an entry-level communications officer. The reclassification of this position will allow us to utilize this new employee to work shift work as a communications officer (instead of being a junior employee demanding nights and weekends off) and will also incorporate into the communications officer position job functions that the position already performs, that of records creation and report filing.

Your approval is appreciated.

# CITY OF TAYLOR

# JOB DESCRIPTION

Class No:	621	Job Title:	Communications Officer
Pay Group:	15	EEOC Category:	Technician
Date:	June 27, 2000	FLSA Category:	Non-exempt

**BRIEF DESCRIPTION OF THE JOB:**

Ensures smooth operation of day-to-day telecommunication and records functions for the Police Department

**ORGANIZATIONAL RELATIONSHIPS:**

Reports to: Communications Supervisor

Directs: This is a non-supervisory position

Other: Works closely by telephone, radio, teletype or computer, or in person with other employees of the department, other departments and agencies, and the general public

**ESSENTIAL DUTIES:**

This is a description of the way this job is currently performed; there is potential for accommodation.

Description of Work	Av. % of time	Strength*	Physical Demand Code*
Receives incoming calls on both the telephone and two-way radio (including utilities, fire, animal control and 911 calls), evaluates calls, and dispatches or directs calls to appropriate staff, officers, and/or agencies	30	S	B,D,F,G,H,I,K, M,N,Q,R,S,T
Informs 911 callers of emergency procedures when able	3	S	B,H,,R,S
Dispatches appropriate units for emergencies, monitors situation, and records outcome	10	S	B,D,F,G,H,I,K, M,N,Q,R,S,T
Performs computer-assisted and manual records checks for officers on individuals, locations, vehicles and other property, sometimes verifying warrants or reports of stolen property	5	S	A,B,C,D,F,G,H,I, K,M,N,Q,R,S,T
Maintains, updates, and accesses various logs and computer data files for all officer activities (incident reports, stolen or repossessed property logs, maps, shift logs, etc.)	10	S	B,F,H,I,Q,R,S

\*See Physical Demands portion of job description for key to codes

Description of Work	Av. % of time	Strength*	Physical Demand Code*
Acts as receptionist, including answering telephone for police and other departments, taking messages, rerouting calls, locating and dispatching on-call personnel, handling walk-in traffic, making copies, <u>creates files and packets for prosecutor's offices, completes reports as required by local state and federal laws</u> and provides information to employees and general public	20	S	A,B,C,D,F,G,H,I, K,M,N,Q,R,S,T
Monitors location of emergency response personnel at all times	constant	S	R
Relay pertinent information regarding criminal activity, stolen and repossessed vehicles, etc. to officers via radio and to Communications Operator on next shift	5	S	B,H,I,Q,R,S
Completes forms and reports either on the computer or typewriter and sends and receives teletype messages	5	S	B,H,I,Q,R,S
Monitors commercial and residential alarm systems notifying owners of claim and logging alarm information	2	S	A,B,G,H,I,Q,R,S
Maintains current technical and medical knowledge relevant to telecommunication, including reading appropriate newsletters and publications	1	S	B,Q
Makes envelope jackets for warrants received and files appropriately	1	S	B,H,I,Q

**OTHER IMPORTANT DUTIES:**

Description of Work	Av. % of Time	Strength*	Physical Demand Code*
Performs such other technical and clerical related duties as may be assigned	1	S	A,B,C,D,E,F,G, H,I,K,M,N,Q,R, S,T
Serves in extension of current duties as required for emergency management, particularly in the areas of staff alert, communication, public warning	1	S	A,B,C,D,E,F,G, H,I,K,M,N,Q,R, S,T
Provides quality customer service to City staff, the general public, and all other work contacts	Constant	N/A	N/A

\*See Physical Demands portion of job description for key to codes

**PHYSICAL DEMANDS:**

1. Overall Strength Demand

X Sedentary       Light       Medium       Heavy       Very Heavy

2. Frequency for each physical demand listed in Essential Duties:

<u>  </u> R	<b>A. Standing</b>	<u>  </u> F	<b>G. Reaching</b>	<u>  </u> L	<b>L. Crawling</b>	<u>  </u> C	<b>Q. Vision</b>
<u>  </u> C	<b>B. Sitting</b>	<u>  </u> C	<b>H. Handling</b>	<u>  </u> O	<b>M. Bending</b>	<u>  </u> C	<b>R. Hearing</b>
<u>  </u> R	<b>C. Walking</b>	<u>  </u> C	<b>I. Fine Dexterity</b>	<u>  </u> R	<b>N. Twisting</b>	<u>  </u> C	<b>S. Talking</b>
<u>  </u> R	<b>D. Lifting</b>	<u>  </u> J	<b>J. Kneeling</b>	<u>  </u> O	<b>O. Climbing</b>	<u>  </u> O	<b>T. Foot Controls</b>
<u>  </u> R	<b>E. Carrying</b>	<u>  </u> R	<b>K. Crouching</b>	<u>  </u> P	<b>P. Balancing</b>	<u>  </u> U	<b>U. Other</b>
<u>  </u> F	<b>F. Pushing/Pulling</b>						

C-Continuously, F-Frequently, O-Occasionally; R-Rarely

3. Description of Physical Demand

Physical Demand	Description
SITTING	Most of the work day; very little standing or walking required
WALKING/STANDING	To and from file cabinets and copy machine; short distance on carpet
REACHING	Farthest radio console controls are about 24"; teletype machine and alarm system controls (18 to 24 inch reach)
HANDLING	To use telephone, radio, and files
FINE DEXTERITY	To use computer keyboard
LIFTING	Code/operating manuals
PUSHING/PULLING/ TWISTING	Work space is tight (3 x 6 foot "U" shaped) and movement within workspace is usually done fastest by pushing oneself from counter to counter in chair with wheels; to open/close file cabinet drawers
CROUCHING/BENDING	To access files/forms/manuals stored in low files or shelving
VISION	Near vision to view computer monitors and input data and to view switch boards
HEARING/TALKING	Primary aspect of job; to take and dispatch calls; auditory discrimination helpful in identifying fire or police units in emergency situations; to hear various alarms
FOOT CONTROLS	Foot controls for switchboard, are optional and require little exertion

\*See Physical Demands portion of job description for key to codes

**NON-PHYSICAL DEMANDS:**

- |   |  |
|---|--|
| <u>F</u> time pressures   | <u>C</u> noisy/distracting environment                 |
| <u>F</u> emergency situations   | <u>F</u> tedious exacting work situation               |
| <u>O</u> irregular schedule/overtime  | <u>C</u> working closely with others as part of a team |
| <u>    </u> danger/physical abuse   | <u>F</u> performing multiple tasks simultaneously      |
| <u>C</u> frequent change of tasks   | <u>    </u> other (describe below)                     |
| <u>C</u> varying periods of idle time interspersed with emergencies requiring intense concentration |  |

C-CONSTANTLY (2/3 or more of the time), F-FREQUENTLY (From 1/3 to 2/3 of the time), O-OCCASIONALLY (Up to 1/3 of the time), R-RARELY (Less than 1 hour per week)

**EQUIPMENT, MACHINES, TOOLS, AND WORK AIDS:**

Teletype computer, Mainframe computers, radio console, telephone, Multichannel and recall recorders, 911 console, alarm monitors, and TDD phone.

**ENVIRONMENTAL FACTORS AND SAFETY HAZARDS:**

Work area kept cool for computers; constant exposure to radio noise, dust

**KNOWLEDGE/SKILLS/ABILITIES:**

Knowledge of police department procedures, rules and regulations; knowledge of emergency procedures; skill/ability to operate computer, two-way radio, and teletype equipment; ability to accurately type at least 45 words per minute; ability to communicate effectively, both verbally and in writing; work tactfully with the general public including persons in crisis situations, speak clearly and concisely; accurately handle several items at one time during stressful situations; maintain accurate records; establish and maintain effective working relationships; and maintain appropriate necessary certifications

Reading: Reads procedure and coding manuals, police reports and teletype messages

Writing: Write accurate and coherent messages and reports

Math: Calculating ages, expiration dates, time, etc

Reasoning: Adapt quickly to changing priorities; assess degree of urgency quickly and accurately during stressful situations

Advanced Theoretical

Knowledge: Knowledge of radio transmission procedures and Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving

**ACCEPTABLE EXPERIENCE AND TRAINING:**

High school graduate, or its equivalent, (related experience or training and/or special law enforcement telecommunications training desirable but not required)

OR any equivalent combination of experience and training that provides the required knowledge, skills, and abilities

**CERTIFICATES/LICENSES REQUIRED:**

Telecommunications Operator certification and TCIC-NCIC Procedures certificate from the Texas Commission of Law Enforcement Officer Standards and Education (TCLEOSE)

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Job Title: Communications Officer

**SIGNATURE:**

I agree this job description is a fair representation of the duties of this position.

Supervisor:

\_\_\_\_\_  
Name                                      Signature                                      Date

Employee:

\_\_\_\_\_  
Name                                      Signature                                      Date