
JOB TITLE: COMMUNICATIONS & RECORDS CLERK I
DIVISION: COMMUNICATIONS
DEPARTMENT: PUBLIC SAFETY CLASS CODE: _____

EXEMPT: _____ NON-EXEMPT: X EMPLOYEE: _____
FULL TIME: X PART TIME: _____ SUPERVISOR: _____
DIRECTOR: _____
DATE: _____

DESCRIPTION OF WORK

General Definition: Receives and dispatches emergency and non-emergency calls to appropriate Public Safety personnel; operates the radio console and 9-1-1 telephone system; conducts computer searches, and performs other duties as assigned by the department head, or designee. Records work and alarm monitoring duties. Types all records work for department.

Supervision Received: Work is performed under the general supervision of the Communications/Records Supervisor.

Supervision Exercised: None.

Examples of Duties: Receives emergency calls, complaint calls, and reports, routine traffic calls by phone, radio or personal contact and refers the calls to appropriate Public Safety personnel or to other City officials to include paging. Receives 9-1-1 calls and takes the appropriate action to provide the emergency assistance needed. Dispatches public safety equipment, resources and personnel in response to emergency calls. Conducts computer searches through local, State and National files for possibly wanted persons or stolen property and provides information to the requesting officer. Types, indexes, files and records various records, logs and reports on the specified form and in the specified format. Receives fines and fees and maintains accurate records of monies. Dispatches emergency public works units after normal working hours for the Community Services Department. Performs maintenance and cleaning of equipment, facilities and work area. Maintains records of information such as incoming/outgoing teletype and status of wanted persons and/or stolen property and writes reports. Maintains and updates computer entries for Fire Department residential data sheets. Maintains/updates computer entries of emergency contact data sheets. Assists the general public in filing of various reports and in the payment of fines and fees; releases copies of reports. Assists Municipal Court personnel as needed. Performs special projects as assigned by the supervisor, Public Safety Director, or other authority. Participates in and performs duties in Civil Defense/Emergency Preparedness activities as assigned by the City Emergency Preparedness plan. Receives and dispatches alarm monitoring according to departmental procedures. Responds on SRT callouts when needed with supervisor.

MINIMUM QUALIFICATIONS

Knowledge: Knowledge of departmental policies and procedures; knowledge of radio console, telephone system, and computer terminal methods, practices and procedures used by the Public Safety Department; knowledge of data entry procedures; knowledge of the City limit boundaries, street names, and their approximate locations; knowledge of computer search methods; knowledge of general office practices and cash collection and safekeeping; knowledge of the TLETS computer system; knowledge of ten codes and local codes; knowledge of laws facilitating the prioritizing and dispatching of calls; knowledge of Alarm Direct procedures.

Skills: Skill to communicate orally; skill to communicate in writing; skill in the use of radio dispatching equipment; skill in operating and entering data into the computer; skill to type a minimum of 45 wpm.

Abilities: Ability to respond to and apply established procedures for emergency situations; ability to ask clear questions to elicit desired information; ability to speak clearly and fluently; ability to establish and maintain effective working relationships; ability to communicate effectively with the public; ability to perform several tasks simultaneously; ability to, on a consistent basis, effectively and calmly respond to crisis situations; ability to obtain and retain eligibility for bonding. Perform duties acceptably after long hours (over 24) without sleep during emergency situations. Work any day of the week, any hour of the day, extra assignments as needed. Communicate effectively via police radio, telephone, and in person, with citizens, coworkers, supervisors, and instructors, including persons of diverse backgrounds, without bias or prejudice. Behave in a manner conducive to high morale; express enthusiasm for work assignments, environment, personnel, and management. Maintain an acceptable physical fitness level, including visual acuity correctable to 20/20 without color blindness, normal hearing range. Maintain appropriate uniform and acceptable personal hygiene. Must not pose a threat to the health and safety of self or others. Input, retrieve, and maintain information, reading from both computer screens and printouts. Maintain various card/paper files. Prepare monthly statistical reports by hand and by computer. Use and maintain departmental equipment safely and properly. Effectively share work information. Use of computer equipment in programming radio equipment and setting radio system parameters and use of calculator, typewriter and computer in developing reports and correspondence. Make ethical decisions that conform to applicable laws, Departmental Policy Regulations, etc., without supervision. Work in a confined area remaining seated for long periods of time, entering data into various computer systems. Comprehend and apply city policies and procedures. Collect, accurately count money and make change. Answer and place telephone calls. Tolerate loud noise for prolonged periods of time from copiers, computer printers, radios and paper shredders, etc. Complete all reports and paperwork promptly, legibly, accurately, thoroughly, neatly, and with correct grammar and spelling. Follow through on assignments in a timely manner. Develop, utilize and recommend methods for work improvement. Observe and report hazardous conditions. Arrive at work on time; work in assigned area. Maintain work area neatly, safely, and in organized fashion. Display self confidence and authoritative manner, with conduct reflecting favorably on the Department. Operate typewriter and other office machines such as fax machine, copier, scanners, computers, printers, telephone systems, recording systems, and other instruments or equipment used in dispatch duties. Type

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Communications & Records Clerk I

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forms, charts, statements, confidential investigations, letters or memos prepared for signature by other supervisory personnel. Search files, assemble information. Arrange index and file cards, letters and documents. Lift, carry, hold, push and pull up to 30 pounds of office supplies and/or equipment. Lift, carry and store supplies or equipment into storage cabinets and shelves, 6-ft above floor level. Work well with the public and co-workers daily, communicating effectively, maintaining alertness, composure, helpful attitude and professionalism in all circumstances, including stress, verbal abuse, criticism and/or other adverse conditions. Begin and seek out work without supervision. Accurately and quickly enter information from the radio and phone into a computer.

Education: High school graduate or GED; training in data entry preferred.

Experience: A minimum of six months of experience in general office work involving data entry, use of computers and extensive customer contact. Any work-related experience resulting in acceptable proficiency levels in the above required knowledge, skills and abilities is an acceptable substitute for the above specified education and experience requirements.

Any work-related experience resulting in proficiency levels in the above minimum qualifications is an acceptable substitute for the above specified education and experience requirements.

Licenses and Certificates: Certification as a Dispatcher by the Texas Commission on Law Enforcement. Class C driver's license and a driving record acceptable to the Department.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED AND ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES, AND SKILL WHICH MAY BE REQUIRED. ALL EMPLOYEES ARE EXPECTED TO PERFORM TASKS AS ASSIGNED BY SUPERVISOR.