

CITY OF CLUTE
JOB DESCRIPTION

JOB TITLE: Communication Specialist

DATE: October 1, 2024

REPORTS TO: Communications Supervisor/Patrol Shift Supervisor

DEPARTMENT: Police

PAY RANGE: \$21.53

JOB SUMMARY:

Receives and dispatches emergency and non-emergency telephone and radio calls from and to Police officers, Fire/EMS personnel and citizens.

JOB SCOPE:

Communicates, by radio, with members of the Police, EMS and Fire Departments. Volume of work involves emergency and non-emergency telephone calls for service and computer entry.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Log calls, records messages and radio traffic utilizing a Computer-Aided Dispatch System (CAD).
2. Dispatches and receives calls using both non-emergency and 911 telephone lines for Police, Fire, EMS and Animal Control services. During non-business hours, receives and notifies the on-call utility service crew for water and sewer calls.
3. Monitors emergency alarms.
4. Notifies the wrecker service on rotation, Justice of the Peace, and funeral home when required. Notifies appropriate personnel for street repairs, traffic signals, signs and other needed repairs.
5. Confirms and enters warrants into the CAD and the Texas Crime Information Center/National Crime Information Center computer and notifies the Criminal Investigation Division when arrests on warrants are made that were issued by a detective.
6. Keeps track of police officers, EMS and Fire personnel on calls/traffic and periodically check on their status for safety.
7. Contacts business and managers, homeowners, etc. for alarms, open doors, etc.
8. Assists citizens in the front lobby of the Police Department.
9. Monitors all closed circuit cameras for the Police Department.
10. Maintains records of property stolen and recovered that are entered into the Texas Crime Information Center/National Crime Information Center computer.

11. Briefs the oncoming communication specialist prior to leaving tour of duty.
12. Notifies chain of command on all major incidents.
13. Maintains and operates the facsimile machine.
14. Logs all registration, driver's license, wanted persons and criminal history inquiries.
15. Tests and activates sirens used in bad weather, if requested by the Fire Department. Maintains a current list of all agencies assisting the Police Department in emergency weather conditions.
16. Conducts computer checks on merchandise for stolen status.
17. Types/completes criminal history inquiries as necessary.
18. Enters all calls into a computer for Police/Fire/EMS services and Police/Fire/EMS activities, as applicable.
19. Maintains proficiency with the Texas Commission for the Hearing Impaired phone system (TDD).
20. Maintains proficiency with handling 911 emergencies.
21. Maintains protective order(s) file.
22. Determines response codes for responding police units to calls for service.
23. Enters protective orders into the statewide databases.
24. Maintains criminal trespass warning file.
25. Processes and enters information related to Amber and Silver Alert System.
26. Performs other duties, tasks and responsibilities as directed by the Chief of Police or his/her designee.

PHYSICAL REQUIREMENTS:

1. Must be able to walk and drive.
2. Must be able to effectively communicate.
3. Must possess visual acuity and hearing ability necessary to perform job functions efficiently.
4. Must be able to effectively type, write and operate office equipment.
5. Must be able to reach all files and lift items weighing up to 30 lbs.
6. Must be able to sit for extended periods of time, reach and stoop.

PERSONAL CHARACTERISTICS:

Is responsible for encouraging and facilitating a harmonious working environment. To that end, the following interpersonal and personal characteristics are expected:

- a. Displays enthusiasm for the job, which includes attendance, performance and conduct;
- b. Ability to work effectively and cohesively with others;
- c. Demonstrates integrity, dependability and maturity;
- d. Displays courteous, respectful and professional demeanor towards co-workers and members of the public; and
- e. Recognizes the importance of being a team member that creates a positive working environment.

OTHER ASPECTS OF THE JOB:

- 1. Must be able to satisfactorily read, write, speak and understand the English language.
- 2. Must have a high school diploma or GED.
- 3. Must be able to perform multiple tasks at the same time and function well under stress.
- 4. Must be able to work shift-work and be able to respond to work during emergencies.
- 5. Must be able to effectively use computers to make entries, and must be able to type effectively.

CONDITIONS OF EMPLOYMENT:

The City of Clute has established the goal of 100% drug and alcohol-free workplace. Applicants will be required to pass a drug and alcohol test prior to employment and will be subject to further drug and alcohol testing throughout their period of employment. Applicant must also pass a polygraph examination and a psychological exam prior to employment.

Must obtain Texas Law Enforcement Telecommunications System certification within six (6) months of hiring.

Must have and maintain a satisfactory driving record and must have and maintain a valid Texas driver's license. Punctuality and regular attendance is required. Must satisfactorily complete a 6 month probation period after completing the training program.

SIGNATURES:

Employee/Date

Chief of Police/Date