

Communications Specialist

Job summary:

Receives and processes emergency and non-emergency calls for information and assistance via telephone, radio and written teletype. Directs calls to a source of assistance. Maintain constant status information on all police, fire, and EMS units via computer terminal. Communications Specialists must operate complex computers, telephones, radios, audio recorders, 9-1-1 PSAP equipment and other technical equipment. He/She has access to highly sensitive and confidential information. He/She works according to 24 hour scheduling with work hours subject to change according to demand. He/She must be willing to work any shift, including weekends, holidays and overtime as necessary. Job duties include multiple simultaneous tasks that must be performed on demand. High liability and high stress factors are common. They have restricted ability to leave their workstation.

Job Scope:

- No supervisory or budgetary responsibilities are required.
- Independent prioritization of activities and situational assessment is necessary.

Principal Duties and Responsibilities:

- Answers all incoming telephone calls including calls for police service, emergency police service, emergency ambulance service, fire department emergency and non-emergency service, 9-1-1 calls, information calls.
- Extracts, by telephone/radio from callers/units, information specific to the type of call and determines priority of each call.
- Represents the 9-1-1 District, the City of Bryan, City of College Station and Brazos County as the primary initial contact on calls for assistance.
- Inputs and transmits call information using computer terminal and keyboard.
- Assesses and prioritizes calls, determines action to be taken, conditions affecting actions and time frames which must be met to insure effective service and safety.
- Directs each call to a source of assistance according to specific call type.
- Monitors/operates multiple radio frequencies simultaneously and maintains unit status information on all units assigned to these frequencies.
- Utilizes computer video terminal to update/monitor unit status.
- Determines field response units and voice dispatches field units adequate to insure effective and timely service.
- Determines and provides to responding units specific information for effective response call via radio transmissions.
- Handles calls and dispatches units from various divisions of the City of Bryan and Brazos County when other divisions of the entities are not open.
- Controls access to the building and specific areas of the building.
- Monitors operations status of many technical systems including recording equipment, 9-1-1 PSAP equipment, land mobile radio communications systems, computer systems, printers, fire and police alarm systems, weather monitors and emergency backup equipment. Detects conditions needing attention and takes action to insure continuous service.
- Monitors activities requiring emergency management intervention and makes appropriate notifications. Coordinates activities between emergency management and other divisions of Brazos County in crises situations, including activation of the Civil Defense Alert System.
- Performs transactions through telecommunication networks, including TLETS/NLETS, requiring industry specific quality control and security.
- Controls confirmation and locate information into TCIC/NCIC and various other databases requiring industry specific coding and criteria, critical accuracy standards and incident dictated time mandates.
- Maintains and controls access to files, including entry support documents, business files, emergency call out files, pager files, personnel rosters and special response rosters.
- Fills out and maintains files of information subject to public review, subpoena, Open Records Act, and civil litigation.

- Works according to schedule requirements including varying shifts, hours, days off and call out demands. Insures that workstation is continuously manned and leaves workstation only when workload and relief availability allows.
- Performs other duties as assigned.

Skills and Abilities:

- Good short term and long term memory.
- Effective oral and written communication skills.
- Excellent data entry skills.
- Ability to handle multiple tasks simultaneously.
- Ability to remain neutral, objective and discrete.
- Ability to extract and organize information obtained from both written materials and conversation.
- Ability to perform well under pressure and stress.
- Ability to adapt to various changing situations and circumstances and adjust response appropriately and responsibility.
- Effective listening skills.
- Ability to copy accurately.
- Ability to give and receive instruction

Certification/Education/Experience:

- Must have a High School diploma or GED equivalent.
- Must pass a data entry test and background check prior to hiring. Upon conditional employment, applicant must be fingerprinted, screened for drug usage and submit to a medical evaluation.
- Must score acceptable or above in all phases of the training program within specified time limitations, and pass an 18 week training program, 40 hour Basic Telecommunicator's Certificate required within 12 months after hiring, and additional training as required.

Requirements to Perform Work:

- Knowledge of 9-1-1 concepts and equipment.
- Knowledge of land and mobile radio communications.
- Knowledge of police, fire, and EMS terminology and response procedure.
- Knowledge of Federal and State requirements controlling communications.
- Excellent customer service skills.
- Functional knowledge of telephone and computer equipment.
- Knowledge of layout of the Bryan and Brazos county area and surrounding jurisdictions.
- Ability to commit to memory various codes, signals, and terminology relating to police, fire and EMS.
- Knowledge of departmental policies and procedures for the District and the agencies served by the District.
- Ability to operate and monitor computer, keyboard, video monitor, fax machine, copy machine, telephone, base radio station, hand held radio unit, Dictaphone Freedom Call Check®, and alarm board monitor effectively and quickly.
- Ability to use available resource manuals, reference books, code manuals, maps and other printed material effectively and quickly.
- Ability to establish and maintain effective working relationships with other employees.
- Ability to act responsibly and consistently.
- Excellent oral and written communications skills.
- Willingness and ability to participate in ride-along programs with agencies served by the District.
- Willingness to sign a Confidentiality agreement.
- No tobacco use.
- Willingness and ability to attend required training in order to maintain job proficiency.