

City of Fort Worth, Texas Job Description

Classification Title	Public Safety Communicator III		
Job Code:	PS5250	Job Family:	Public Safety
Pay Grade	511	Date Reviewed:	11/13/2019
FLSA Status	Nonexempt	Date Revised:	4/9/2022

GENERAL SUMMARY

Provides communication and dispatch services for emergency and non-emergency calls for police, fire and medical response. Supports the Police Information Center and a variety of technical tasks. Ensures the safety and effectiveness when routing calls to appropriate City services.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Properly receives and processes emergency, non-emergency, and administrative phone calls from citizens and other public safety agencies according to policies and procedures.
2. Provides life-safety information during responses; analyzes conflicting and/or limited location information to direct first responders to the scene; negotiates with suicidal callers or hostage takers; and deploys to the scene of planned events, major emergencies, or ongoing incidents.
3. Monitors and controls the movement of field units and provides appropriate and effective coverage in response to public safety emergencies.
4. Identifies critical situations to ensure the prompt and appropriate response to unusual situations.
5. Performs various computer checks, input, and retrieval of information to assist emergency services staff.
6. Retrieves all pertinent computer data relating to dispatch incidents, special requests from officers and other important information.
7. Determines the correct emergency response, correctly prioritizing and collecting data that is now evidence in crimes.
8. Enters information into CAD system for call processing from caller information or use of automatic number identifier (ANI) and automatic location identifier (ALI) received from phone system.
9. Uses power map to locate callers and notifies other employees, supervisors and field units.

10. Updates and monitors unit status and transmits officer requests for emergency services.
11. Verifies and inputs data as requested by officers in the field.
12. Notifies wrecker services, fire department, medical investigator or other entities as requested.
13. Performs other related duties as required.
14. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

When Assigned to Police Information Center:

1. Receives and processes a variety of time sensitive data and information in assigned area of responsibility.
2. Collects data and responds to request for statistics, telephone recording and other pertinent information.
3. Enters all pertinent computer data relating to dispatch incidents and other important information. Retrieves information from Computer Aided Dispatch (CAD) system and routes to dispatchers.
4. Performs criminal history checks. Inputs information into completes case information and incident reports into computer software.
5. Receives and sends information to other agencies using teletype program.
6. Performs timely entry of accurate information into National Crime Information Center (NCIC) and Texas Crime Information Center (TCIC).
7. Trains new employees as required.
8. Performs other related duties as required.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Modern office procedures, methods and computer equipment.
 - Principles and procedures of record keeping.
 - Pertinent federal, state and local laws and ordinances.
 - Computer aided dispatch, 79 call signals, and various databases and systems related to 911 operations.
 - Police Information Mining Portal.
 - General Orders for Fort Worth Police Department.
 - Methods and techniques of police records research and file retrieval.
- **Skill in:**
 - Attention to detail.
 - Active listener with excellent communication skills.
 - Critical Thinking and Problem Solving.
 - Observation and decision-making.
 - Organization and time management.

- Monitoring assigned activities and operations.
- Operating assigned equipment.
- Making sound decisions and using good judgment.
- Prioritizing work activities.
- **Ability to:**
 - Operate the computer aided dispatch (CAD) system and various other computer terminals.
 - Provide training and technical guidance to lower level personnel.
 - Respond to emergency and non-emergency situations from the general public.
 - Process information and make sound decisions in emergency situations.
 - Interpret City maps and geographical locations.
 - Dispatch staff to emergency scenes as appropriate.
 - Perform various duties in support of the Police Information Center.
 - Access various criminal and crime history information.
 - Operate various emergency recording and dispatching equipment under stress in an efficient manner.
 - Maintain and update a variety of detailed records and reports.
 - Type at a speed necessary for successful job performance.
 - Communicate clearly and concisely, both orally and in writing.
 - Establish and maintain effective working relationships.
 - Demonstrate understanding of ASL (American Sign Language) and use of interpreters.
 - Demonstrate emergency management for people with disabilities.

MINIMUM JOB REQUIREMENTS

HS diploma/GED and two (2) years of emergency or public safety dispatch experience; 40 hours of approved or equivalent Telecommunicator training; and, full access and training on Texas Crime Information Center (TCIC) / National Crime Information Center (NCIC).

OTHER REQUIREMENTS

Must have an active TCOLE Basic Telecommunicator license and Communications Training Officer Certificate (CTO) at time of job offer.

Must have completed the Telecommunications Device for the Deaf (TDD) / Teletypewriter (TTY) for Telecommunicators within the last six (6) months from time of hire; or, TDD/TTY D.E, Traditional Service (TRS) and Emergency Technology, Deaf Culture, Crimes Against People with Disabilities, Effective TTY Call Processing, or ADA Law and Regulations within the last six (6) months from time of job offer.

Must meet TCOLE and CJIS requirements.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.