

City of Fort Worth, Texas Job Description

Classification Title	Senior Public Safety Communicator		
Job Code:	PS5180	Job Family:	Public Safety
Pay Grade	511	Date Reviewed:	07/09/15
FLSA Status	Nonexempt	Date Revised:	11/13/19

GENERAL SUMMARY

Performs a lead role in the services and activities of the Police Communication Division for the City. Receives and responds to emergency and non-emergency calls from the general public. Dispatches appropriate emergency services. Performs a variety of duties in support of the Police Communications Division.

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. Serves as a lead and conducts ongoing employee training and development for Public Safety Communicators I, II, and III level.
2. Trains employees in call taking and dispatch. Ensures adherence to department policies and procedures. Provides technical guidance to other communication staff. Performs the most technically complex and responsible work of the unit.
3. Receives and prioritizes emergency and non-emergency radio transmissions from officers. Enters all pertinent data relating to dispatch incidents, warrants for arrest, domestic violence orders, special requests from officers, criminal and traffic citations, and other important information into computer database.
4. Performs quality assurance audits; monitors calls; and, reviews results with staff for development and/or improvement recommendations.
5. Assists with supporting and monitoring operations and services of the Police Communications Division.
6. Assists supervisory staff in overseeing operations and services of the Police Communications Division. Assumes lead responsibility in absence of supervisory staff. Delegates and evaluates work of lower level communications staff.
7. Performs various clerical duties.
8. Performs other related duties as required.
9. 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.

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:**
 - Planning and prioritizing.
 - Attention to detail.
 - 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:**
 - Provide training and technical guidance to lower level personnel.
 - Oversee and monitor the work of staff.
 - 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.

MINIMUM JOB REQUIREMENTS

HS diploma/GED and four (4) years of emergency or public safety dispatch experience.

OTHER REQUIREMENTS

Must possess an Intermediate or above Telecommunicator Certificate at time of job offer.

Must be a Certified Communications Training Officer (CTO) at time of job offer.

Must possess or have the ability to obtain a TCOLE Instructor Certification within one (1) year from time of job offer.

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.