

HEWITT TEXAS

Job Title: Communications Specialist
Department: Police
Location: Public Safety Facility
Reports to: Communications Supervisor
Date: 2/15/2018

Grade: 11	Type of Position: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Seasonal <input type="checkbox"/> Intern	Classification: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Safety Sensitive: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Job Summary: Under the general supervision of the Communications Supervisor, the Communications Specialist performs dispatch duties and other activities of average difficulty on an assigned shift in the Communications Division.

Essential Functions: Operate multi-line phone system to answer incoming 911 emergency calls, non-emergency calls, and lobby pager. Dispatch to police, fire, code enforcement, and animal control personnel. Communicate with the public both on the phone and in person with the ability to use tact and diplomacy.

Maintain and prepare official Police Department documents, files, records, logs, statistics, case reports, and applicable personnel records. Perform weekly maintenance on computers. Operate and test outdoor weather alert system the first Friday of every month. Process audit warrants yearly.

Follow a chain of command and instructions. Ability to understand and follow written and oral instructions, departmental policies, rules, regulations, and laws. Maintain effective working relationships with others. Behave in a manner conducive to high morale; express enthusiasm for work assignments, environment, personnel, and management.

Work on extra assignments as needed and perform other related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies: Communication skills, Data entry skills, Basic knowledge of computers				
Required Education and Experience: High school diploma or GED, TLETS License from TCOLE required. Possess a valid Texas Class C Driver's License. Must be able to type at least 40 WPM. Possess knowledge of personal computers and word processing programs.				
Preferred Education and Experience: Previous customer service experience preferred. Bilingual in English and Spanish is a plus.				
Physical Requirements: Overall Strength Demands: The following describes the overall strength demand of the functions performed by the incumbent during a typical workday.				
Sedentary <input checked="" type="checkbox"/>	Light <input type="checkbox"/>	Medium <input type="checkbox"/>	Heavy <input type="checkbox"/>	Very Heavy <input type="checkbox"/>
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10 to 20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.
Physical Demand Codes: The following describe if the incumbent is expected to exert the following physical demands during a typical workday and the overall frequency. Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity.				
Expected Hours of Work: Will be required to work 10 hour shifts for four consecutive days to include weekends and holidays. Occasional work on extra assignments as needed.				
Machines, Tools, and Equipment: Telephone system, computer, specialized equipment				

Environmental Factors: Generally works in a climate controlled indoor environment. Maybe exposed to dust and odors.

This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice

Employee Print Name: _____ Date: _____

Employee Signature: _____