



## DALLAS COUNTY JOB DESCRIPTION

<b>Job Title:</b>	Communications Technician	<b>Job Code:</b>	6005700	<b>Job Grade:</b>	09
<b>Reports To:</b>	Communications Supervisor	<b>Pos. No:</b>	Various	<b>FLSA Code:</b>	N
<b>Department:</b>	Sheriff	<b>Loc. Code:</b>	0500000	<b>SIC Code:</b>	9221
				<b>WC Code:</b>	7720
<b>Division:</b>	Communications	<b>CS Code:</b>	C	<b>EEO Code:</b>	F04

**Summary of Functions:** Monitors the County's Computer Aided Dispatch (CAD) system, radio communication frequencies and security and fire alarms, as well as dispatches appropriate support and provides necessary information to assist during routine and emergency operations.

**Management Scope:** N/A

<b>Duties and Responsibilities:</b>	<b>% of Time</b>	<b>Essential Non-essential</b>
1. Receives and directs incoming emergency and complaint calls, answers hot lines, provides general information and other County numbers to callers, relays instructions to parties, refers difficult calls to the Supervisor for action and directs calls to proper authority.	20	E
2. Monitors logged calls on the CAD system and dispatches appropriate routine and emergency support, as necessary.	15	E
3. Monitors Patrol, Warrant Execution, Bailiff, Detention, Constable, Building Security, Fire Marshall, Medical Examiner and Public Works radio frequencies, logs calls, provides various information and support and dispatches help and back-up, when required.	15	E
4. Answers 911 telephone calls from primarily unincorporated areas of the county and secures necessary emergency assistance.	15	E
5. Performs criminal history inquiries on requested individuals and provides information to authorized personnel.	10	E
6. Monitors court security alarms, court evidence locker alarms, jail holdover fire alarms and building fire alarms and dispatches appropriate personnel to respond to and report actual situations.	10	E
7. Sends and receives TLETS/NLETS communications between DSO and other law enforcement agencies relative to warrant confirmations, stolen vehicles, wanted persons, runaways and other subjects.	05	N
8. May serve as a shift leader in the absence of the Supervisor.	05	N
9. Performs other duties as assigned.	05	N

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**Minimum Qualifications:**

Education, Experience and Training:

Graduation from accredited high school/GED Program. Four (4) years clerical/administrative work related experience, OR 60 hours of college or a combination of the two; OR two (2) years work experience as a telecommunicator/911 operator.

Special Requirements/Knowledge, Skills & Abilities:

Employees assigned to the Sheriff's Department Communications Division must be at least 18 years of age, have a high school diploma from an accredited high school or a high school equivalency certificate (GED) administered and awarded through the Department of Education and State GED testing facilities in the United States on file, and be able to obtain a Telecommunicator License issued by the State of Texas within twelve months. Ability to type 35 wpm. Will be trained in telecommunication procedures and is required to become TCOLE certified as a terminal operator to use the TLNETS/NLETS, NCIC, TCIC and other computer crime systems. Ability to effectively communicate, both verbally and in writing, and establish and maintain effective working relationships with employees, departments and the general public. Requires successful completion of a polygraph and extensive background investigation and is subject to random, unannounced drug/alcohol testing.

Physical/Environmental Requirements:

May require prolonged sitting, reaching, pulling, pushing and lifting of up to 25 lbs., unassisted. Works 8-hour shifts covering 7-days/week, 24 hours/day with non-standard weekends and holidays.

Hay Points/Point Factor:

HS12=100, E3=30, VM3C=25, PD1A=05, WH1A=05, WE1C=05, IC3B=35, DL4=30, PS3=25, RE1A=5, SF1A=5, TTL=270.

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_

Reviewed by Human Resources/Civil Service on

Date 12/05;09/07; 12/13;  
10/2014; 3/2015

Approved by Civil Service Commission on

Date 06/06, 9/07;  
11/17/2014; 3/2015

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.