

**Comal County
Job Description**

Job Title: Telecommunications Supervisor
Department: Sheriff's Office
Employee Name:
FLSA Status: Non-Exempt
Prepared By: Human Resources
Approved By: Commissioners Court

Job Code Number: 453
Salary: LE11
Employee ID:
Reports To: Lieutenant
Prepared Date:
Updated: 12/17

SUMMARY

This position requires a thorough working knowledge of dispatch and telecommunication procedures. The individual is responsible for the supervision of all Telecommunications Operators. The individual has daily contact with the public, operates radio equipment, dispatches 911 calls, maintains communication records, completes validation reports for the State and is responsible for operation of the telecommunication center radio and phone recorder.

SUPERVISION RECEIVED

Works under the general supervision of the Lieutenant.

SUPERVISION EXERCISED

Directly supervises all Telecommunications Operators.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Duties include the following:

1. Supervises and schedules all Telecommunications Operators.
2. Assist other agencies with confirmation or information.
3. Assist with set up and operation of the 911 center during a natural disaster.
4. Maintaining accurate employee training records updated the database as needed.
5. Responsible for CAD and 911 system back-ups.
6. Maintains communication with other law enforcement personnel including Fire and EMS agencies.
7. Maintains communication between Bexar Metro 9-1-1 and TLETS personnel for updated information regarding systems and/or schools.
8. Maintains all resource material for the Telecommunication Center.
9. Maintains time sheets for all Telecommunications Operators.

10. Takes initial employee complaints from citizens on Telecommunications Operators.
11. Responsible for all Telecommunications Operators training. Operates in conjunction with the Training Coordinator to ensure compliance with TCOLE and Texas Department of Public Safety training standards. Additionally, teach TCOLE classes as needed, operating under the Basic Instructor certificate.
12. Operate as a TAC, as needed, in the absence of the full-time TAC Operator and maintain proper training and certification to perform these functions.
13. Perform functions of a Telecommunications Operator as needed, based on the needs of the Telecommunication Section, which includes:
 - a. Monitor all radio channels at console, receive information via radio, telephone and/or 9-1-1 and dispatch proper authorities as necessary.
 - b. Dispatch primarily for Comal County Sheriff's Office, Garden Ridge Police Department, Texas DPS, Texas Parks & Wildlife, Comal County Animal Control, Comal County Constables, Canyon Lake Fire Dept and EMS, Bulverde Fire Dept, Spring Branch Fire Dept, Bulverde-Spring Branch EMS and Bracken Fire Dept, and other agencies as necessary.
 - c. Utilize TLETS II (Texas Law enforcement Telecommunication System) system for person, vehicle, article, gun and boat inquiries, entries, modifications and/or wanted or stolen confirmation. Utilize TLETS II system to format and disseminate broadcast messages to other Texas stations regarding urgent police matter.
 - d. Maintain accurate records of Officer and/or Unit status at all times.
 - e. Maintain accurate records for all calls dispatched using a computer aided dispatch (CAD) system.
 - f. Communicate with other Law Enforcement Agencies and/or Personnel on a daily basis.
14. Coordinate with technical support regarding CAD, radio and 911 equipment.
15. Attendance is an essential function of the job.

Note: The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position and is assigned by the supervisor.

MANDATORY QUALIFICATIONS:

EDUCATION and/or EXPERIENCE

A high school diploma or equivalent is required. The individual should possess a thorough knowledge of telecommunication and first line supervision procedures and practices. Two (2) years of experience in dispatch operations is required with one (1) year experience with Comal County desirable.

CERTIFICATES, LICENSES, REGISTRATIONS

Must be able to meet the Texas Commission on Law Enforcement (TCOLE) and Department requirements for psychological and medical examinations.

DESIRED MINIMUM QUALIFICATIONS:

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER SKILLS AND ABILITIES

Other specialized job requirements include teletype skills, computer skills, and telephone answering skills.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

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.

The noise level in the work environment is usually moderate.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests might be required.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an “At Will” employment, and under no circumstances is this a contract for employment.

Approval: _____
(Supervisor or Department Head)

Approval: _____
(Commissioners Court)

Effective Date: _____

Revision History: _____

Acknowledgement of employee: _____
(Printed Last Name, First Name, MI)

Signature of employee: _____

