

**Comal County
Job Description**

Job Title: Terminal Agency Coordinator
Department: Sheriff's Office
Employee Name:
FLSA Status: Nonexempt
Prepared By: Human Resources
Approved By: Commissioners Court

Job Code Number: 448
Salary: LE6
Employee ID:
Reports To: Telecommunications Supervisor
Prepared Date:
Updated: 08/16; 12/17

SUMMARY

This position requires extensive knowledge of TLETS (Texas Law Enforcement Telecommunications System) operations, policies and procedures, as outlined by the Department of Public Safety guidelines. This individual will complete validations of TCIC/NCIC records on a daily basis, as well as complete monthly reporting to the State. This position requires a thorough working knowledge of dispatch and telecommunication procedures. The individual has daily communication with the public and other law enforcement agencies, operates radio equipment, operates a multi-line telephone system, and operates 9-1-1 emergency phone system for Comal County. This position is part of a 24 hour a day / 7 day per week operation.

SUPERVISION RECEIVED

Works under the general supervision of the Telecommunications Supervisor.

SUPERVISION EXERCISED

None generally.

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. Complete TCIC/NCIC validations in a timely manner for the purposes of record accuracy. Maintain files of all TCIC/NCIC records in the Telecommunications Section.
2. Communicate with Texas Department of Public Safety in relation to TCIC/NCIC records and their accuracy and compliance with CJIS policies and procedures.
3. Work in cooperation with the Criminal Investigations Division to ensure that all TCIC/NCIC records are current and accurate based on the status of the case it is related to.
4. As a DPS Associate Trainer, instruct law enforcement personnel on the policies and procedures of TLETS/NLETS as per the Texas Department of Public Safety mandated classes.
5. Operate in conjunction with the Training Coordinator to ensure compliance with the Texas Commission on Law Enforcement (TCOLE) and Texas Department of Public Safety training standards. Maintain records for all Telecommunications Operators' previous training and update the database as needed. Additionally, teach TCOLE classes as needed, operating under the Basic Instructor certificate.

6. Operate as a Telecommunications Operator as needed, based on the needs of the Telecommunications 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 Telecommunications System) systems for person, vehicle, article, gun and boat inquiries, entries, modifications and/or wanted or stolen confirmations. 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.

7. Assists the Training Coordinator with initial applicant screening.

8. 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

High school diploma or equivalent is required; must be 21 years of age; computer proficiency test, spelling/reading test, criminal history background check, drug test, medical and psychological exam. Individual must also possess typing skills with a minimum of 50 words per minute. One (1) year of experience in dispatch operations and TLETS II Certification is desirable.

CERTIFICATES, LICENSES, REGISTRATIONS

Must meet the standards and licensure with the Texas Commission on Law Enforcement (TCOLE).

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: _____