

**CITY OF ARANSAS PASS
JOB DESCRIPTION**

Telecommunications Supervisor (TCOS)

PAY GROUP: Communications **DEPARTMENT:** Police **REPORTS TO:** Administrative Captain

SUMMARY: Run the public safety telecommunications division for the City of Aransas Pass to include various tasks related to TAC duties, TRN reporting, scheduling / shift coverage and act as the Field Training Division Coordinator

ESSENTIAL FUNCTIONS: The TCOS will perform or assign all TAC duties to include assisting with the NCIC/TCIC and CJIS audits and will be responsible for TRN reporting. The TCOS will manage communications scheduling, insure shift coverage, supervise communicators during their shifts and respond to the Administrative Captain as needed. The TCOS will also act as the Field Training Division Coordinator.

REQUIRED KNOWLEDGE SKILLS, ABILITIES AND TRAINING: The TCOS shall have experience in emergency telecommunications and have a working knowledge of law enforcement, fire services, and EMS. The TCOS must have a good understanding of all communications systems and equipment used to include; Microsoft Office Software, CRIMES (CAD, RMS, JailMan), Multiple Radio Systems, Rapid SOS, Motorola CallWorks 911, Telex, In-Code, Google products, Brazos, Openfox, and multiple social media platforms (or if coming from the outside, the ability to quickly develop skills in those systems). The TCOS must be able to understand and enforce Communication SOG, Department Policy, City Policy, and NCIC/TCIC policy. The TCOS will need to have good communication skills with both the public and subordinates. The TCOS must be able to perform all duties of a communicator and be capable of working with little to no oversight from the Administrative Captain. The TCOS must be available to work all communications shifts, nights, weekends, and holidays. The TCOS must have the ability to multi-task and be capable of going from one task to the other both expeditiously and efficiently and be an excellent problem solver. The TCOS is expected to regularly review the Communications Officer's administrative and emergency calls to ensure policy compliance and reinforce the mission of the department. The TCOS needs to be able to supervise, mentor, and unite the Communications Officers. The TCOS must also be able to independently make and carry out decisions under high-stress situations and without supervision, while maintaining one's composure when handling emotionally charged events. The TCOS should have excellent communication skills, be personable, have a good sense of humor, be outgoing, and willing to participate in community relations events.

QUALIFICATION FACTORS: The TCOS applicant shall be fully licensed by T.C.O.L.E. and in good standing (or capable thereof if licensed in another State). Candidates shall meet the following minimum standards established by T.C.O.L.E. (37 Tex. Admin. Code § 217.1):

- Citizen of the United States;
- Must be 21 years of age or older;
- Have received from an accredited school at least one of the following:
 - A valid high school diploma or GED,
 - An associate degree, or
 - Bachelor degree, master's degree, or Ph.D.;
- Fingerprinted for local, state and national records
- Not have received a conviction, pre-trial diversion, deferred adjudication, community supervision or probation for any of the following:
 - Any offense above a Class B misdemeanor,
 - A Class B misdemeanor if the date of the court order granting community supervision or probation is within the last 10 years,
 - An offense involving family violence, as defined under Chapter 71, Texas Family Code;
- Not be currently charged with any criminal offense for which a conviction would be a bar to licensure;
- Not prohibited by state or federal law from operating a motor vehicle, or possessing firearms or ammunition;
- Submit to a City approved medical examination prior to appointment to ensure the candidate is physically sound and free from any defect which may adversely affect the performance of a TCO's duties and that the candidate shows no trace of drug dependency or illegal drug use;
- Hold a valid class C Texas driver's license with good standing traffic history;
- Must be of good moral character with stable employment record and no history of conduct that may affect suitability for law enforcement employment;
- Be in good mental health as required by T.C.O.L.E. (psychological pre-screening required);
- Free from any prohibitive criminal history activity as defined within the T.C.O.L.E. rules for licensing;

- If prior military, hold no less than an honorable discharge;
- Hold no less than a general discharge from T.C.O.L.E. for all previous TCO employment;
- Be free from any T.C.O.L.E. mandated license suspensions or revocations;

MINIMUM EXPERIENCE AND/OR CERTIFICATION: TCO experience is required.

PHYSICAL DEMANDS AND WORKING CONDITIONS: Lift and carry up to 80 pounds and pull or push up to 100 pounds of equipment and materials. Climb, crawl, kneel, squat, stoop and bend freely when working. Sit or stand for extended periods of time. Must see and hear clearly when working around equipment and in traffic, using proper safety precautions. Must be able to drive and have a good driving history. Work indoors and outdoors in extreme temperatures including heat, cold, temperature swings and inclement weather. Employee may have some exposure to dust, odor, electrical, mechanical, and chemical hazards, using proper safety precautions. Applicants will be subject to a mandatory pre-employment background investigation, psychological testing, random drug and alcohol testing and post-accident drug and alcohol testing. A demonstration of these physical abilities may be requested prior to appointment.

The employee will be subject to being called in with little to no prior notice. The TCOS employee must keep the department updated with a current address, email, and telephone number.

COMPENSATION: The pay range for this position is from \$19.20 to \$22.20 an hour based on qualifications. After the successful completion of the probationary period, the TCOS will receive a \$250.00 monthly retention stipend as budgeted by the Crime Control and Prevention District Board (subject to annual budget renewal by the Crime Board).