



Job Description

[Department of Human Resources & Organizational Development](#)

Position NO:092308HR198

City of Missouri City
1522 Texas Parkway
Missouri City, TX 77489
Telephone: (281) 403-8500
Fax: (281) 261-4233
<http://www.missouricitytx.gov>

Job Category: Administrative Support Workers

Annual Salary Range:

* \$28,779 – 43,169

COMMUNICATIONS OFFICER

DEFINITION

This is an entry-level, professional staff, full-time position with the City of Missouri City Police Department. Generally working 2nd and 3rd shift, and weekends, the individual in this position is responsible for dispatching police, fire and animal control personnel for emergency and non emergency calls for service.

The following is a sample of the knowledge, skills and abilities required for this position, and not a complete list of duties or responsibilities.

EXAMPLES OF WORK

- Responds to emergency calls for service takes information from callers; determines nature of emergency; dispatches appropriate personnel; assists callers with other information or situations as necessary;
- Provide information to police or fire personnel; refer non-emergency calls to appropriate departments; enter vital information into the computer; and assist walk-in visitors.
- Complete clerical duties by entering various data into the computer; processing bond and fine payments; researching information as requested; providing information to the public and other departments; faxing documents; and processing various documents and paperwork.
- Maintain recording system tapes and maintain jail board/log.
- Perform special duties as assigned such as strip searching female prisoners.
- Maintain familiarity with the City's geography.
- Must be able to work any shift, weekends and/or holidays.
- Perform other related duties as assigned.
- Subject to 24 hour recall.

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KNOWLEDGE, SKILLS AND ABILITIES

- Basic Telecommunication Certification or successfully complete the telecommunications training within one year of employment.
- Advance ability to speak clearly and communicate effectively in any situation.
- Advanced ability to recognize meaning of common two or three syllable words.
- Advanced ability to perform the four basic arithmetic operations.
- Advanced ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses.
- Advanced ability to effectively and frequently deal with the public in times of trauma and/or danger and remain calm, courteous and professional.
- Class C Texas Driver's License and good driving record.
- Must utilize independent judgment and decision making abilities as necessary.
- Advanced ability to perform multiple tasks simultaneously in a team environment with minimal supervision.
- Professional attitude, tact and courtesy necessary to deal with internal and external customers.

EXPERIENCE AND EDUCATION REQUIREMENTS *(The following is a sample of the minimum qualifications or requirements the Human Resources & Organizational Development Office will use to evaluate applicants for this position.)*

High School Diploma or General Education Development Certificate and the ability to type 35 words per minute are required. One year prior public safety telecommunications experience preferred. Prior professional experience in telecommunications setting or closely related experience desired.

The Department of Human Resources & Organizational Development may consider an equivalent combination of education, training and/or experience.

* The City of Missouri City Compensates employees according to a salary schedule that enables movement through a market based salary range. Generally, a new employee's salary is at or near the beginning of the range.

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