



City of San Benito, Texas
401 N. Sam Houston Blvd., San Benito, TX 78586
(956) 361-3800
www.cityofsanbenito.com

The City of San Benito is accepting applications for the position of:

COMMUNICATION SPECIALIST

Job Description:

Job Title: Communication Specialist
Department: Police
Status: Non-Exempt
Reports To: Communications/Records Supervisor

GENERAL RESPONSIBILITIES

Responsible for performing general communication duties, answering and dispatching emergency and administrative calls for service, keeps appropriate logs, operates the TLETS computer, good public relations for walk-in customers and keeps supervisors apprised of shift situations. Incumbents confirm warrants for arrest and query regional, state, and national database. Operates in accordance with departmental rules and regulations. Work is performed with limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Performs proper pre-shift checks of personal uniform, clothing, equipment, required communication forms, and documents
- Keep radio logs, T.C.I.C. and Criminal History logs accurately
- Answers incoming 911 and non-emergency calls. Prioritizes calls and determines proper routing utilizing established guidelines and operating procedures. Assigns calls and report numbers. Dispatches police officers, firefighters, and ambulance services to calls for service and may also dispatch animal control officers. Confirms warrants for internal and external agencies
- Monitors radio channels and dispatches appropriate public safety personnel. Ensures dispatch of officer requests for back-up or traffic-related assistance
- Provides pre-arrival instructions for emergency medical calls and relays vital information to hospital emergency rooms when necessary
- Maintains the accurate status of each officer on patrol, including times in and out of service and location. Documents all traffic stops

- Inputs and monitors burglary reports, protective orders, and missing person reports from applicable regional, state, and national databases. Inputs entries into the TLETS computer system when necessary
- Send teletypes, which includes entering, clearing, and validating computer entries
- Completes supplemental reports as needed for the recovery of property. Forwards documentation to applicable internal departments
- Obtains a variety of information for officers and/or applicable external agencies, which may include: driver's license information, criminal histories, property information, and/or other related information. Confirms warrants for internal and external agencies
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

- Skilled in providing customers service, internally and externally
- Ability to remain calm and react quickly under extreme pressure
- Ability to work with multiple interruptions while conducting multiple tasks
- Ability to operate office equipment, which includes personnel computer, various software, copy machine, phone, etc.
- Skilled in exercising sound judgment
- Ability to comprehend in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures
- Skilled in communicating effectively with a variety of individuals
- Knowledge of approved principals, practices and procedures of city police communication work
- Knowledge of Federal, State and local laws and ordinances
- Knowledge of the geographical boundaries of the city and surrounding areas
- Must type 30-40 words per minute
- Ability to speak Spanish fluently
- Ability to complete the Field Training Program for communicators of the San Benito Police Department by attending an approved communication course

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- A Current Texas Drivers License
- One year of customer service experience preferred
- Must obtain NCIC Telecommunicator Certification, NCIC/TCIC Certification, and TCLEOSE Certification within one year

WORKING CONDITIONS

- Hand-eye coordination and fine manipulation skills to operate computer
- Frequent reaching, talking, hearing, and seeing
- Ability to sit for long periods
- Good listening skills
- Work is typically performed in a standard office environment

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test
- Must pass criminal history check
- Must pass motor vehicle records check