



Gaines County Sheriff's Office



Job Title: Communications Operator

Department: Communications Division

Reports To: Communications Sergeant

Location: Gaines County Sheriff's Office

FLSA Status: Non-Exempt

Job Summary:

The Communications Operator is responsible for operating and managing communication systems within the Gaines County Sheriff's Office. This role involves handling emergency and non-emergency calls, dispatching law enforcement and emergency services, and ensuring effective communication between officers, dispatchers, and other stakeholders. Reporting directly to the Communications Sergeant, the Communications Operator plays a crucial role in maintaining public safety and supporting the operational needs of the department.

Key Responsibilities:

Call Handling and Dispatching:

- Answer emergency and non-emergency phone calls, providing appropriate responses and dispatching law enforcement or emergency services as needed.
- Prioritize and manage incoming calls and radio transmissions, ensuring that urgent situations are addressed promptly and efficiently.
- Provide accurate and timely information to officers, emergency responders, and other relevant personnel, coordinating responses to incidents and requests for assistance.

Communication System Management:

- Operate and monitor communication equipment, including radios, telephones, and computer systems, to facilitate effective communication between dispatchers and field personnel.
- Maintain and update records related to dispatch activities, including call logs, incident reports, and resource allocations.
- Troubleshoot and resolve technical issues with communication systems, coordinating with IT or technical support as needed.

Incident Management and Coordination:

- Manage and coordinate response efforts during emergencies and incidents, ensuring that appropriate resources are deployed and that communication remains clear and effective.
- Monitor ongoing incidents and provide updates to officers and supervisors, adjusting dispatch priorities and resources as needed.

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305 E. Ave A
Seminole, TX 79360

Communications – 432-758-9871



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- Assist with the coordination of multi-agency responses, working with other law enforcement, fire, and medical services to ensure effective collaboration and resource utilization.

Public Interaction and Support:

- Provide assistance to the public, answering inquiries, offering information, and directing individuals to appropriate services or departments.
- Address and manage non-emergency requests for service, ensuring that all requests are logged, prioritized, and addressed in a timely manner.
- Maintain professionalism and composure when dealing with distressed or upset individuals, providing support and guidance as needed.

Administrative Duties:

- Prepare and maintain accurate records of communications activities, including call logs, incident reports, and statistical data.
- Compile and submit reports on communications operations, including performance metrics, incident summaries, and any issues or concerns.
- Assist with the development and implementation of standard operating procedures and protocols for the Communications Division.

Training and Development:

- Participate in ongoing training and professional development to stay current with advancements in communication technology, dispatch procedures, and emergency response protocols.
- Assist in the training and orientation of new communications operators, providing guidance and support to ensure effective integration into the team.

Legal Compliance and Risk Management:

- Ensure that all communication and dispatch activities comply with local, state, and federal laws, as well as departmental policies and procedures.
- Maintain confidentiality and security of sensitive information, including personal data and law enforcement communications.
- Monitor and enforce safety protocols to prevent accidents, errors, and security breaches within the Communications Division.



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Qualifications:

Education and Experience:

- High school diploma or GED required; an Associate's or Bachelor's degree in Criminal Justice, Communication, or a related field is preferred.
- Previous experience in a dispatch or communications role is preferred but not required.

Skills and Competencies:

- Strong communication skills, both written and verbal, with the ability to interact effectively with the public, officers, and other stakeholders.
- Excellent multitasking and organizational skills, with the ability to manage multiple calls and radio transmissions simultaneously.
- Ability to remain calm and composed in high-pressure or emergency situations, making quick and accurate decisions.
- Proficiency in using communication equipment, computer systems, and software applications related to dispatch and record-keeping.

Physical Requirements:

- Ability to perform the physical demands of the job, including sitting for extended periods, using a computer, and operating communication equipment.
- Must be able to work in various environmental conditions, including high-stress and emergency situations.
- Flexibility to work irregular hours, including nights, weekends, and holidays, depending on operational needs.

Licenses and Certifications:

- Must possess and maintain a valid Texas driver's license.
- Completion of TCOLE emergency dispatch training and certification is preferred but not required; on-the-job training will be provided.

Work Environment:

The Communications Operator primarily works in a control room or dispatch center, managing communication systems and handling calls for service. The role requires the ability to work in a fast-paced and high-pressure environment, with flexibility in work hours to accommodate shifts and emergency situations.



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This job description provides a comprehensive overview of the responsibilities, qualifications, and working conditions for a Communications Operator at the Gaines County Sheriff's Office. Adjustments can be made to fit specific departmental needs or preferences.

Printed Name

Signature

Date