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| Red River County Sheriff Department | | |
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| Terminal Agency Coordinator | | |

# Job Description

**Red River County Dispatch**

**Equal Opportunity Statement:** The Red River County Sheriff Department is committed to equal opportunity for all employees and applicants without regard to race, creed, color, national origin, citizenship status, age, disability, pregnancy, religion, gender, marital status, or veteran status in accordance federal and state laws.

# Coordinator, Communications

Essential Job Functions:

* Develops curriculum and lesson plans for the training of Telecommunicators in standard dispatch procedures, proper TCIC/NCIC standards, Radio protocol, Emergency Medical dispatch protocol, fire protocol and telephone techniques.
* Provide training opportunities for telecommunicators to reach certification training, and enhance existing and develop new skills.
* Maintains and updates accurate records.
* Assigns tasks, provides leadership, direction, coaches, develops and resolves telecommunication employee issues, evaluates the performance of telecommunicators, commends and disciplines direct reports.
* Provide or oversee the training of current and new telecommunicators.
* Provide regular feedback to members of dispatch on their performance and guidance for improvement.
* Conducts and supervises accurate and prompt telecommunication communication operations and supports the protection and maintenance of sensitive communications equipment.
* Ensures Department compliance with regard to dissemination of criminal history information.
* Maintains 24-hour work schedule.
* Oversee and manage Dispatch use of secure and controlled databases, such as the Texas Law Enforcement Telecommunications System (TLETS), Texas Crime Information Center (TCIC), Nation Crime Information Center (NCIC) and compliance with Criminal Justice Information Services (CJIS) Security Policy. Maintains documentation as required Dispatch and readiness to provide services for crisis or emergencies.
* Ensures adequate staffing for their assigned work unit to include scheduling days off, approving time off and training request, making adjustments for illness and injuries.
* Ensure compliance with Sheriff Department policies, orders, directives and guidelines.
* This position is the Terminal Agency Coordinator (TAC) for the Sheriff Department with TLETS (Texas Law Enforcement Telecommunications System) and acts as the NCIC/TCIC administrator.
* Oversee and manage the Communications Center's use of secure and controlled databases, such as the Texas Law Enforcement Telecommunications System (TLETS), Texas Crime Information Center (TCIC), National Crime Information Center (NCIC) and the Department of Motor Vehicles.
* Updates all TCIC/NCIC, Interpol, and Mobile Certifications for all full-time and part-time employees.
* Provides or coordinates basic mandated continuing in-service training for Telecommunicators in accordance with regulatory requirements.
* Effective telecommunication and comprehension of required equipment
* Address and retain documentation of all radio transmissions
* Monitor incoming data from TCIC/NCIC and respond by accurate protocols.
* Use proper formats to provide patrol with criminal history data, driving records, stolen or wanted person hits, vehicle registration and information, and other various records
* Enter criminal, wanted, and/or stolen information to TCIC/NCIC, using corrects codes and in a timely manner.
* Provide support to patrol.
* Maintain accurate documentation of patrol activities, and provide officers with information needed or requested.
* Understand the fundamentals of officer safety and risk factors associated with patrol
* Document and provide officers with student or staff protective orders, case numbers, and required student records.
* Understand the various jurisdictions of other police agencies surrounding all college locations, as well as the geography of each campus and its structures.
* Answer incoming emergency and non-emergency phone calls.
* Provide complete logs for each shift.

Additional Job Functions:

* Understand and perform a mode of duties related to urgent circumstances
* Obtain imperative specifics from individuals in a high state of stress
* Proficiently carry out duties related to crisis management regarding natural disasters, chemical leaks, or national incidents
* Promptly determine and contact appropriate support if situational factors suggest aid beyond, or in addition to, campus police
* Ensure monthly validations are completed in accordance to TCIC Operating Procedures and agency specifications.
* Maintain personal records of password and accessibility to police office databases, and understand laws and regulations regarding privacy
* Regularly update all contact information for employees and outside sources
* Administrative tasks, such as typing, data entry, faxing, copying, and filing
* Assists and/or relieves on-duty dispatcher. Performs the duties of a Communications Dispatcher.
* Works extra hours as required.
* Develops, updates, and implements new policies and operating procedures for Communications personnel.
* During a declared state of emergency, coordinates the activities of the Communications Center.
* Appears in court as required.
* Other duties as assigned

Required Licenses/Certifications:

* Must meet and maintain the requirements for licensure and continuing licensure as a Telecommunicator as established by the Texas Commission on Law Enforcement (TCOLE).
* Possession of a Texas Commission on Law Enforcement (TCOLE)
* Telecommunications System (TLETS) Certification, and Texas Crime Information Center/National Crime Information Center of TCIC/NCIC Full Access Certification.

Work Environment:

* A Red River County Terminal Agency Coordinator must be willing to work any shift or assignment including weekends, holidays, overtime, and special events.
* This position requires the ability to work the allocated hours of the positon, and report for duty on short notice at any hour of the day or night.
* This positon is considered "Essential Personnel," which requires being on duty to respond during emergency situations for pre- and post-event activities including, but not limited to, natural and man-made disasters.
* The nature of the work requires the Coordinator to work unsupervised in the communications center.
* Works in an office environment

Physical Activity: While performing the duties of this job:

* The employee is regularly required to sit
* Use the computer keyboard and mouse
* Use hands to finger, handle, or feel; reach with hands and arms
* Talk or hear
* Taste or smell; stand, walk, and stoop, or crouch
* Occasionally lift and/or move up to 25 pounds
* Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception, and ability to adjust focus
* The employee will work in an office environment where the noise level is usually moderate
* Typing

Red River County is an Equal Opportunity Employer