Caddo Parish Sheriff's Office is an Equal Opportunity Employer

Telecommunications Officer I (TCO I)

Department: Operations

Division: Homeland Security

Unit: Communications

Job Title: Telecommunications Officer I (TCO I)

Position Title: Admin I

Position Level: 01

Job Classification: Support Worker

FLSA Status: Nonexempt

Date: June 24, 2025 (HR & LS Review)

SUMMARY:

The Telecommunications Officer I (TCO I) is responsible for performing shift work in the Communications Division of the Caddo Parish Sheriff's Office (CPSO). This role requires handling emergency and non-emergency calls, operating various communication systems, and dispatching law enforcement personnel while ensuring public safety and officer security. The TCO I must exercise sound judgment in high-pressure situations and work within established procedures with minimal supervision.

REPORTS TO: Telecommunications Officer III

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Emergency & Non-Emergency Communications

- Receive a variety of phone calls and radio traffic, ensuring accurate and complete dissemination of information
- Monitor and log all radio traffic, ensuring proper documentation of activity
- Properly dispatch patrol units in response to calls for service
- Handle 9-1-1 and non-emergency calls, ensuring correct and efficient call processing

Technical & Dispatch Operations

- Operate Computer-Aided Dispatch (CAD), telephone systems, radio systems, Omnixx Enterprise Software, and Louisiana Law Enforcement Telecommunications System (LLETS)
- Run warrant checks, driver's license status, and other authorized database inquiries
- Make notifications of major incidents requiring supervisory or specialized response
- Ensure accurate entry and retrieval of data from state and national law enforcement databases

Interagency Coordination & Public Assistance

- Coordinate with fire districts, wrecker services, and other emergency personnel as needed
- Dispatch bulletins regarding wanted or missing persons, stolen vehicles, and other alerts
- Provide information to deputies, outside agencies, and the public as necessary

Training & Policy Compliance

- Complete CPSO Communications Training, American Red Cross First Aid/CPR/AED, and APCO Basic Telecommunicator and Emergency Medical Dispatch (EMD) training
- Work within the framework of CPSO policies and standard operating procedures (SOP)
- Assist with training of new employees by acting as a counselor and coach

This list is not intended to be all-inclusive. CPSO reserves the right to assign additional functions and responsibilities as necessary. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISES OTHERS? No

EDUCATION AND/OR EXPERIENCE:

- High school diploma or equivalent required

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Following are the minimum qualifications required for this position:

- Must pass a criminal background check, physical examination, and drug urinalysis testing

KNOWLEDGE, SKILLS & ABILITIES:

The following are the core knowledge, skills, and/or abilities required to successfully perform this job:

- Proficiency in common office machines and computer systems, including Windows Office Suite, CAD system, and Positron phone system
- Ability to work shift work, including 12-hour shifts, nights, weekends, and holidays
- Ability to read, write, and communicate effectively in English; proficiency in additional languages is a plus
- Strong active listening skills
- Knowledge of Louisiana Statutory Criminal Law and Procedure, CPSO policies, and local ordinances related to telecommunications call-taking and dispatching
- Familiarity with reference materials and databases, including Intergraph CAD Training Manual, EMD Training Manual, and 9-1-1 Protocol
- Skill using various directories and computer databases for dispatch operations
- Ability to search criminal history databases, including National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS), and Louisiana Law Enforcement Telecommunications System (LLETS)
- Ability to handle high-stress emergency calls while maintaining control of the situation
- Strong ability to maintain effective working relationships with internal and external agencies, including 9-1-1 Communications District Staff, Shreveport Fire Communications, and Shreveport Police Communications

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- May be required to stand or sit for extended periods
- Frequent walking required
- Occasional light lifting of up to 20 lbs
- Requires good eyesight and color recognition for maps, charts, and tagging
- Must have good hearing and active listening skills, including the ability to distinguish sound sources through a headset while simultaneously monitoring surrounding audio

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

This position is performed indoors in a secure, confined space, with close proximity to other employees. The TCO I may work under high-stress conditions due to the nature of emergency dispatch operations and the need for rapid decision-making.

ADDITIONAL REQUIREMENTS:

- Must be able to work irregular shifts
- Some periodic travel may be required