

# The University of Texas at San Antonio

## Job Description

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Job Title: Police Communications Supervisor  
Code: 16344  
Salary Grade: 59  
FLSA Status: Non-Exempt  
Department/Division: University Police  
Reports To: Assistant Chief of Police

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## Summary

- Function: To provide supervisory and operational skills in the University Police Department Communications Center.
- Scope: Responsible for supervision of all telecommunications operators and the day-to-day operations of the communication center.

## Duties

- Typical:
  1. Provides close supervision and evaluation of staff performances and provides training of police communications officers.
  2. Performs technical and administrative functions to include validating and monitoring accuracy of all TCIC/NCIC terminal operations, monitors and insures police radio transmissions comply with FCC policies; and maintains integrity of calls entered into the computer aided dispatch.
  3. Completes monthly and annual activity summaries; establishes police dispatch procedures; and monitors all equipment in communication center for proper operation and conducts troubleshooting as needed.
  4. Conducts research and coordinates with other criminal justice agencies.
  5. Performs other duties as assigned.
- Periodic:
  1. Perform duties of the police communications operator.

## Education

Required	Preferred
Associate's Degree <b>OR</b> 60 college credit hours from an accredited institution.	Bachelor's Degree from an accredited institution.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
TCLEOSE Advanced Telecommunications Certification.	N/A
Must possess the physical ability to hear ordinary telephone conversations and visually see written paper documents and electronic visual display (computer monitor).	
Criminal background check and thorough background investigation to include drug screen testing.	

***Experience***

<b>Required</b>	<b>Preferred</b>
One year of experience as a Police Communications Operator II <b>OR</b> four years of experience as a Certified Police Communications Officer, including a minimum of one year in a supervisory position.	N/A
Must pass an approved proficiency examination administered by the Director of Police or his/her designee.	

***Equipment***

<b>Required</b>	<b>Preferred</b>
Must be able to functionally operate police telecommunications equipment including VHF/UHF radio equipment, telephone console, multiple desktop computers, cctv control systems.	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Must be able to work on any assigned shift, with varying days off.	N/A
Must be available for consultation or troubleshooting problems in the communication center at all hours.	

*Supervision*

<b>Received</b>	<b>Given</b>
Work is reviewed for accuracy, completeness and compliance with departmental policy/procedure and in accordance with guidelines of the Federal Communications Commission.	Direct supervision of assigned staff.

*Accuracy*

Proficiency in all phases of duties performed.

*Internal Control*

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.

*Security Sensitive*

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.