

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Police Communications Operator I  
Code: 16345  
Salary Grade: 56  
FLSA Status: Non-Exempt  
Department/Division: University Police  
Reports To: Police Communications Operator Supervisor

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## *Summary*

- Function: To assist in providing rapid law enforcement response to campus emergencies by directing responding officers to the scene via police telecommunications. Coordinates and directs a number of simultaneous law enforcement and emergency response activities to provide police, fire and EMS service during campus emergencies. Receive requests for police, fire or EMS service from students, faculty, staff and visitors. Assist students, faculty, staff and visitors with requests for routine police service, entry into restricted areas, after hours building entry, lost & found, and general information.
- Scope: Responsible for directing police and emergency responders to locations within the boundaries of the jurisdiction of the UTSA Police Department as specified by the UT System Police. Responsible for directing the response activity of field police personnel and providing the responding police units with information required in order to provide an appropriate police response and action.

## *Duties*

- Typical:
  1. Must be able to think and act promptly in emergencies, to analyze a situation quickly and accurately and to take or suggest an effective course of action.
  2. Must maintain up-to-date security clearance, directory, room reservations, and locator files.
  3. Operate VHF/UHF police radio console; maintain computerized records of incoming calls for assistance; dispatch officers to situations requiring police response; contact and coordinate response by EMS and Fire department, maintain computerized records of all police/patrol activities; monitor CCTV systems.

<ol style="list-style-type: none"> <li>4. Complete required reports; communicate with other police/fire/ ambulance agencies. Operate various computer terminals including the Computer Aided Dispatch system, TLETS II / NLETS, TCIC/NCIC(DPS), DSX Access control, CompleteView CCTV control, GCC Fire Alarm monitoring, E911 Emergency call system, AudioLog digital recorder, DCC Notifier emergency notification system, Staefa building monitoring system.</li> <li>5. Conduct arrest warrant and criminal history checks via TLETS / NLETS. Conduct driver's license and vehicle registration checks via TLETS / NLETS / MVD.</li> <li>6. Performs other duties as assigned.</li> </ol> <ul style="list-style-type: none"> <li>• <u>Periodic:</u> <ol style="list-style-type: none"> <li>1. Test and assure that all telecommunication center equipment is functional and notify the duty supervisor when repair is needed or malfunctions occur.</li> </ol> </li> </ul>
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**Education**

<b>Required</b>	<b>Preferred</b>
High school diploma or GED.	Associate's Degree from an accredited institution.

**Other Requirements**

<b>Required</b>	<b>Preferred</b>
Must possess the physical ability to hear ordinary telephone conversation and visually see written paper documents and electronic visual display (computer monitor).	TCOLE Basic Telecommunications certification; TCIC/NCIC Full Access Operator certification, TCIC/NCIC Basic Procedures course #3811; TCOLE - Texas Commission Law Enforcement Officer Standards of Education; TCIC/NCIC – Texas Crime Information Center / National Crime Information Center
Criminal background check and thorough background investigation to include drug screen testing and psychological exam.	
After employment, pass a licensing exam after successful completion of training for a Police Telecommunications Operator TCOLE Course #1013 as mandated by the Texas Commission on Law Enforcement must be completed, within the first 12 months of employment, by employees not possessing the following current certifications: TCOLE Basic Telecommunications License; TCIC/NCIC Full Access Operator certification, and TCIC/NCIC Basic Procedures course #3811. Must also complete TCOLE course #2120, Crisis Communication within the first 12 months of employment.	

### *Experience*

<b>Required</b>	<b>Preferred</b>
Experience in communicating clearly and effectively, both verbally and in writing.	At least one year experience in police communications with a law enforcement agency.

### *Equipment*

<b>Required</b>	<b>Preferred</b>
Must be able to acquire knowledge of, and 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>
Position requires the ability to function during stressful situations commonly associated with police operations.	N/A
Must possess the ability to perform multiple functions at one time.	
Must be able to work on any assigned shift, with varying days off.	

### *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.	None.

### *Accuracy*

Proficiency in all phases of duties performed. Accuracy of data entry is critical.
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### *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.
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*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.