

The University of Texas at San Antonio

Job Description

Job Title: Police Communications Operator II
Code: 16349
Salary Grade: 57
FLSA Status: Non-Exempt
Department/Division: University Police
Reports To: Police Communications Lead

Summary

- Function: To assist in providing rapid law enforcement response to campus emergencies by directing responding officers to the scene via police communications.
- Scope: Responsible for directing police and emergency responders to locations within the boundaries of the jurisdiction of UTSA Police Department as specified by the UT System Police in order to provide an appropriate police response and action.

Duties

- Typical:
 1. Think and act promptly in emergencies, to analyze a situation quickly and accurately and take or suggest an effective course of action.
 2. Operate emergency phones, two-way radios, telecommunications and computer terminal equipment, surveillance camera systems, alarm and security systems.
 3. Receive and record information and requests related to police services.
 4. Dispatch police officers and notify command officers, supervisors and administrative personnel of incidents.
 5. Coordinate and direct a number of simultaneous law enforcement and emergency response activities to provide police, fire and EMS service during campus emergencies.
 6. Obtain, input and receive data related to police activities such as criminal history, warrants and vehicle registration.
 7. Handle requests for police, fire and EMS services from students, faculty, staff, and visitors.
 8. React calmly, quickly and decisively in emergency situations.
 9. Relay information from field officers requesting back-up and support services such as EMS, rescue, and fire equipment.
 10. Maintain manual and computerized logs and reports.
 11. Complete required reports; communicate with other police/fire/ ambulance agencies.

12. 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, Mirra digital recorder, DCC Notifier emergency notification system.
13. Obtain, summarize and relay information both orally and in written form.
14. Follow oral and written instructions, multi-task and work under stressful situations.
15. React calmly, quickly and decisively in emergency situations
16. Must have skill in prioritizing and assigning emergency calls for service to police officers.
17. Activate emergency procedures for fire evacuations or similar emergencies.
18. Operate specialized communication networking equipment and computer terminals to access confidential and restricted law enforcement (TLETS) information.
19. Work on any assigned shift, with varying days off.
20. Perform other duties as assigned.

- Periodic:

1. Test and assure that all Communications Center equipment is functional and notify the shift supervisor/PCO Manager when repair is needed or malfunctions occur.

Education

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

Other Requirements

Required	Preferred
TCOLE Intermediate Telecommunicator Proficiency Certificate.	TCOLE Advanced Telecommunicator Proficiency Certificate.
Criminal Background Check and thorough background investigation to include a polygraph exam, psychological exam and drug screen testing.	
Must pass an approved proficiency examination administered by the Director of Police or his/her designee.	
Demonstrate human relations and effective verbal and written communication skills.	

Experience

Required	Preferred
Two years of experience in police communications with a law enforcement agency, or its equivalent.	N/A

Equipment

Required	Preferred
Must be able to functionally operate police communications equipment including 800 MHz/VHF/UHF radio equipment, telephone console, multiple desktop computers, CCTV control systems. Must possess the physical ability to hear ordinary telephone conversations and visually see written paper documents and electronic visual display (computer monitor).	N/A

Working Conditions

Usual	Special
Position requires the ability to function during stressful situations commonly associated with police operations. Must possess the ability to perform multiple functions at one time. Must be able to work on any assigned shift, with varying days off.	N/A

Supervision

Received	Given
Work is reviewed for accuracy, completeness and compliance with departmental policy/procedure and in accordance with guidelines of the Federal Communications Commission.	Direct and/or indirect supervision training and evaluating of Police Communications Operator I personnel, as assigned.

Accuracy

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

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.