THE UNIVERSITY OF TEXAS SYSTEM

JOB DESCRIPTION

5/12/14 6324

**Senior Police Telecommunicator**

SUMMARY

Function: The primary function of a Senior Police Telecommunicator is to coordinate and record security and technical support activities. Dispatches and manages non-emergency calls, and ensures prompt security officer/technician response to requests for services or assistance. Processes incoming emergency (9-1-1) requests for police services, Code Blue alarms, and security alarm response. Performs data entry into the Computer Aided Dispatch (CAD) system, to provide emergency or crime data and information to safeguard the responding law enforcement officers, security personnel, and the public. Performs multiple tasks concurrently while working in an intense and fast paced environment and maintaining a professional, poised, positive, and calming demeanor. Serves as a Campus Security Authority as defined by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act).

Scope: Impacts law enforcement and security efforts of UTPD.

DUTIES

Typical: Answers emergency telephone calls for police events and service calls, and remains engaged with the caller until it is safe to disconnect.

 Enters service calls and premise information into a Computer Aided Dispatch (CAD) system and/or national, state and local criminal data bases.

 Monitors, acknowledges and processes CCURE alarm alerts, as well as South Campus fire alarms and ensures a proper law enforcement or emergency response.

 Initiates the Records Management System (RMS) process, by assigning report numbers to an event and ensuring proper administrative information is captured in the CAD.

 Monitors CCTV during special events and for police related activity, and forwards the information to a designated public safety dispatch station to ensure a proper law enforcement response.

 Coordinates and guides security personnel and/or technicians as assigned.

 Initiates departmental mass notifications during emergency events and coordinates activities with Monitoring Services during hurricane or long term emergencies, as well as monitoring weather and other appropriate conditions during crisis and catastrophic events.

 Performs monitoring services functions for The University of Texas Health Science Center at Houston.

 Provides guidance and support for the Police Telecommunicator personnel.

 Other duties as assigned.

SUPERVISION

Received:Supervisor, Police Telecommunications.

Given:May provide guidance to Police Telecommunicators.

EDUCATION

Required:High school diploma or equivalent.

Preferred:Associate's degree or thirty credit hours in Criminal Justice or related field.

EXPERIENCE

Required:Two years experience in emergency management or public safety communications.

Preferred:Two years experience as a public safety telecommunicator.

Licensure Certification

Required:Basic Texas Commission on Law Enforcement (TCOLE) Telecommunications Operator certification.

Preferred:Intermediate Texas Commission on Law Enforcement (TCOLE) Telecommunications Operator certification.

Working Conditions

|  |  |  |
| --- | --- | --- |
| This position requires: |  |  |
|  | Working in an enclosed, secured communications environment |  | No | X | Yes |
|  | Working in Patient Care Unit (e.g. Nursing unit; outpatient clinic) | X | No |  | Yes |
|  | Exposure to human/animal blood, body fluids, or tissues | X | No |  | Yes |
|  | Exposure to harmful chemicals | X | No |  | Yes |
|  | Exposure to radiation | X | No |  | Yes |
|  | Exposure to animals | X | No |  | Yes |

May be required to work rotating shift assignments on day, evening, and nights with varying days off and on holidays. Subject to emergency recall during man-made or natural disasters and unusual occurrences on campus.

Physical Demands

|  |  |
| --- | --- |
|  | Time Spent |
| Never0%  | Occasionally1-33%  | Frequently34-66%  | Continuously67-100%  |
| Standing |  | X |  |  |
| Walking |  | X |  |  |
| Sitting |  |  |  | X |
| Reaching |  | X |  |  |
| Lifting/Carrying |
|  | Up to 10 lbs |  |   | X |  |
|  | 10lbs to 50 lbs |  | X |  |  |
|  | More than 50 lbs | X |  |  |  |
| Pushing/Pulling |
|  | Up to 10 lbs |  |  | X |  |
|  | 10lbs to 50 lbs |  | X |  |  |
|  | More than 50 lbs | X |  |  |  |
| Use computer/keyboard |  |  |  | X |

Other

Required: Applicants must successfully complete a Public-Safety Telecommunication (PST) Test. The recommended testing is the International Personnel Management Association (IPMA) Public Safety Telecommunication Test or CritiCall. This testing will be administered by the Police Department.

This position is security-sensitive and subject to Texas Education Code 51.215, which authorizes the employer to obtain criminal history record information.

*Refer to the Position Description for specific ADA requirements and patient age-related information*