THE UNIVERSITY OF TEXAS SYSTEM

JOB DESCRIPTION

5/12/14 6329

**Supervisor Police Telecommunicator**

SUMMARY

Function: The primary purpose of the Supervisor, Police Telecommunications position is to provide supervision, guidance and training to police telecommunicators. Impacts the effectiveness of public safety through radio communications, telephone communications, teletype and automated data systems and monitoring of security alarm systems and closed circuit television systems within the Police Communications Center (PCC). 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: Supervises, assigns, trains and evaluates employees in the performance of public safety telecommunications and takes quick decisive actions involving escalating situations.

Provides guidance in interpreting and enforcing operational policies and procedures and uses appropriate authority regarding actions. Evaluates, writes, and updates emergency and standard operating procedures.

Schedules and assigns respective shift personnel; maintains adequate staffing levels.

Verifies and executes institutional emergency plan and initiates and follows through with emergency notification system. Participates in the Incident Command System (ICS) in coordination with field operations and the Emergency Operation Centers of the University of Texas.

Inspects and monitors the overall performance of radio and telephone communications, closed circuit television, automated data systems, and alarms. Forwards concerns through channels to the appropriate authority. Ensures compliance with CJIS, Clery, CALEA, and other applicable State and Federal regulations.

Prepares daily and monthly reports.

Performs monthly quality assurance checks.

Other duties as assigned.

SUPERVISION

Received:Manger, Police Telecommunications

Given:May provide guidance to Lead Telecommunicators, Senior Telecommunicators and Police Telecommunicators.

EDUCATION

Required:Associate’s degree from an accredited college or university with major course work in Criminal Justice, Police Science, Public Safety Communications, Business Administration or related field.

Preferred:Bachelor’s degree from an accredited college or university with major course work in Criminal Justice, Police Science, Public Safety Communications, Business Administration or related field.

EXPERIENCE

Required:Five years of experience in public safety telecommunications. May substitute required education degree with additional years of equivalent experience on a one to one basis.

Preferred:Six years of experience in public safety telecommunications to include two years of supervisory/team lead experience.

Licensure Certification

Required:Advanced Texas Commission on Law Enforcement (TCOLE) Telecommunications Operator certification. Newly promoted supervisors will be required to complete the TCOLE First Line Supervision Course (3701) within 12 months prior to or after promotion.

Preferred: Possess the Texas Commission on Law Enforcement (TCOLE) Master Telecommunications Operator Certificate, the NCIC/TCIC Certificate, and an instructor certification from a licensing agency equal to TCOLE.

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 | | | |
| Never  0% | Occasionally  1-33% | Frequently  34-66% | Continuously  67-100% |
| 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 classified as security-sensitive and thereby subject to the provisions of Section 51.215, Texas Education Code.

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