THE UNIVERSITY OF TEXAS SYSTEM

JOB DESCRIPTION

5/12/14 6325

**Police Telecommunicator**

SUMMARY

Function: The primary function of a Police Telecommunicator is to receive and prioritize Emergency 9-1-1 and non-emergency telephone calls from the public. Dispatches appropriate emergency service agencies such as police, fire and emergency medical units. Monitors public safety units in the field. Retrieves and enters computer data for emergency response personnel within the service area. Answer administrative telephone lines, enters information into a Computer Aided Dispatch (CAD) system, and processes non-emergency and routine requests for police, security, and technical support services. The Police Telecommunicator also monitors closed circuit television (CCTV) during special events and for security related activities, and performs multiple tasks concurrently, while working in a fast paced environment and maintaining a professional and positive 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 911 and non-emergency telephone calls for police, security, and technical support events and services.

Enters information concerning calls for technical support and security related patrol activity into a Computer Aided Dispatch (CAD) system to be forwarded to the appropriate police dispatch station for assignment.

Forwards calls received in the Police Communications Center to the appropriate office of the UTPD.

Monitors CCTV for situations indicating a need for a law enforcement or security response, and forwards the information to the appropriate police dispatch station to initiate a proper response.

Composes and distributes shift and found property logs, and performs other police communication center paperwork.

Other duties as assigned.

SUPERVISION

Received:Supervisor, Police Telecommunications.

Given:None.

EDUCATION

Required:High school diploma or equivalent.

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

EXPERIENCE

Required:One year experience in customer service or related field.

Preferred:One year experience in a physical plant, public safety or emergency communications field.

Licensure Certification

Required:Basic Texas Commission on Law Enforcement (TCOLE) Telecommunications Operator license or is qualified to acquire a basic license.

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.*