



The University of Texas at San Antonio™

Job Description

Job Title:	Police Communications Supervisor	Job Family:	Police
Type:	Classified; Non-Exempt	Job Code:	16344
Department:	University Police	Salary Grade:	60
Reports to:	Assistant Chief of Police	Created/Revised:	08/2022
Work Modality:	On-Campus, Remote, Hybrid		

This position is part of a market adjustment implemented in Spring 2022. New hires salary offers should at least be at the minimum salary established for this position based on the market adjustment. Please contact Compensation at compensation@utsa.edu with any questions.

Job Summary

Responsible for supervision of all telecommunications operators and the day-to-day operations of the communication center.

Provide supervisory and operational skills in the University Police Department Communications Center.

Core Responsibilities

1. Provides close supervision and evaluation of staff performances and provides training of police communications officers.
2. Performs technical and administrative functions to include validating and monitoring accuracy of all TCIC/NCIC terminal operations, monitors and insures police radio transmissions comply with FCC policies; and maintains integrity of calls entered into the computer aided dispatch.
3. Completes monthly and annual activity summaries; establishes police dispatch procedures; and monitors all equipment in communication center for proper operation and conducts troubleshooting as needed.
4. Conducts research and coordinates with othe criminal justice agencies.
5. Demonstrates UTSA core values: Integrity, Excellence, Inclusiveness, Respect, Collaboration and Innovation.
6. Performs other duties as assigned.

Minimum Requirements

Education/Certifications

Required

- Associate's Degree **OR** 60 college credit hours from an accredited institution.
- TCLEOSE Advanced Telecommunications Certification.
- Criminal background check and thorough background investigation to include drug screen testing.

Preferred

- Bachelor's degree from an accredited institution

Experience

- One year of experience as a Police Communications Operator II **OR** four years of experience as a Certified Police Communications Officer, including a minimum of one year in a supervisory position.
- Must pass an approved proficiency examination administered by the Director of Police or his/her designee.

Knowledge Skills & Abilities

- Demonstrated independent decision-making and problem solving ability
- Excellent verbal and written communication skills
- Proficient in Microsoft Office Suite

Core Competencies

*Instructions: Select the appropriate Competency section below based on position. **Options:** Individual Contributor (IC), People Leader (PL), or Executive (Exec). Delete this instructions paragraph, Competency header (IC, PL, or Exec), and other Competency sections not applicable to position.*

Individual Contributor:

Customer Focus, Dealing with Ambiguity, Functional and Technical Skills, Action Oriented, Self-Development

Working Conditions

Working Environment:

- Office Environment.
- Requires use of personal computing equipment, telephone, multi-functioning printer and calculator.
- Must be able to work on any assigned shift, with varying days off.
- Must be available for consultation or troubleshooting problems in the communication center at all hours.
- Demonstrated ability functionally operate police telecommunications equipment including VHF/UHF radio equipment, telephone console, multiple desktop computers, cctv control systems (required).

Physical Demands:

- Sedentary work; sitting most of the time. Jobs are sedentary, if walking and standing are required, only occasionally.