



# The University of Texas at San Antonio™

## Job Description

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<b>Job Title:</b>	Police Communications Operator I	<b>Job Family:</b>	Police
<b>Type:</b>	Non-Exempt	<b>Job Code:</b>	16345
<b>Department:</b>	University Police	<b>Salary Grade:</b>	57
<b>Reports to:</b>	Police Communication Lead	<b>Created/Revised:</b>	07/16/2022
<b>Work Modality:</b>	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](mailto:compensation@utsa.edu) with any questions.

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### Job Summary

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.

Assist in providing rapid law enforcement response to campus emergencies by directing responding officers to the scene via police communications.

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### Core Responsibilities

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 and 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. Activate emergency procedures for fire evacuations or similar emergencies.
  15. Operate specialized communication networking equipment and computer terminals to access confidential and restricted law enforcement (TLETS) information.
  16. Test and assure that all communication center equipment is functional and notify the shift supervisor/ PCO Manager when repair is needed or malfunctions occur.
  17. Demonstrates UTSA core values: Integrity, Excellence, Inclusiveness, Respect, Collaboration and Innovation.
  18. Performs other duties as assigned.
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## **Minimum Requirements**

### **Education/Certifications**

- High school graduate or equivalent
- 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.
- After employment, pass a licensing exam upon successful completion of the TCOLE Basic Telecommunicator Certificate Course #1013 as mandated by the Texas Commission on Law Enforcement, must be completed within the first 12 months of employment, by employees not processing the following current certifications: TCOLE Basic Telecommunications License; TCIC/ NCIC Full Access Operator course #3802, and TLETS/NLETS Basic Operator's Course #3811. Must also complete TCOLE course #2120, Crisis Communication within the first 12 months of employment.
- After employment, successful completion of a minimum of 40 hours of training for a Police Communications Operator as mandated by TCOLE.
  
- Associate's Degree from an accredited institution. (preferred)
- TCOLE Basic Telecommunicator Proficiency Certificate Course #1013, Crisis Communication Telecommunicator #2120; TCIC/NCIC #3802 Full Access Operator certification, #3811 TLETS/NLETS Basic Operator's Course; TCOLE- Texas Commission on Law Enforcement; TCIC/NCIC- Texas Crime Information Center/ National Crime Information Center (preferred)

### **Experience**

- One year of related experience in communicating clearly and effectively, both verbally and in writing.
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### **Knowledge Skills & Abilities**

- Demonstrated ability to follow oral and written instructions, multi-task and work under stressful situations.
  - Demonstrated ability to react calmly, quickly and decisively in emergency situations
  - Demonstrated ability to prioritizing and assigning emergency calls for service to police officers.
  - Knowledge of and functionally operate police telecommunications equipment including 800 MHz/VHF/ UHF radio equipment, telephone console, multiple desktop computers, and 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).
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## **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

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## **Working Conditions**

### **Working Environment:**

- Office Environment.
- Requires use of personal computing equipment, telephone, multi-functioning printer and calculator.

### **Physical Demands:**

- Describe any Physical Demands of the Position
- Ex. Sedentary work; sitting most of the time. Jobs are sedentary, if walking and standing are required, only occasionally.
- Ex. Exerts up to 10 lbs. of force occasional