UTSA.
The University of Texas at San Antonio™

Job Description

Job Title:	Police Communications Operator II	**Job Family:**	Job Family Name
Type:	Classified, Non-Exempt	**Job Code:**	16349
Department:	University Police	**Salary Grade:**	58
Reports to:	Police Communications Lead	**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 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.

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; 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. Operate specialized communication networking equipment and computer terminals to access

confidential and restricted law enforcement (TLETS) information.
15. Work on any assigned shift, with varying days off.
16. Demonstrates UTSA core values: Integrity, Excellence, Inclusiveness, Respect, Collaboration and Innovation.
17. Performs other duties as assigned.

Minimum Requirements

Education/Certifications
Required
- High school graduate or equivalent.
- TCOLE Intermediate Telecommunicator Proficiency Certificate.
- 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.
- Demonstrate human relations and effective verbal and written communication skills.

Preferred
- Associate's Degree from an accredited institution.
- TCOLE Advanced Telecommunicator Proficiency Certificate.

Experience
- Two years of experience in police communications with a law enforcement agency, or its equivalent.

Knowledge Skills & Abilities

- Must have skill in prioritizing and assigning emergency calls for service to police officers.
- Follow oral and written instructions, multi-task and work under stressful situations.
- Demonstrated ability to functionally operate police communications equipment including 800 MHz/VHF/UHF radio equipment, telephone console, multiple desktop computers, CCTV control systems (required)
- Must possess the physical ability to hear ordinary telephone conversations and visually see written paper documents and electronic visual display (computer monitor).
- List any knowledge, skills and abilities needed, to include both hard and soft skills

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.
- After hours and weekend work is required on an occasional basis.
- Must be able to work on any assigned shift, with varying days off.

Physical Demands:
- Must possess the physical ability to hear ordinary telephone conversations and visually see written paper documents and electronic visual display (computer monitor).
- Sedentary work; sitting most of the time. Jobs are sedentary, if walking and standing are required, only occasionally.