**Police Communications Officer I Standard Job Description**



**Classification Title:** Police Communications Officer I

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 7

**Minimum Pay:** $17.28

**Job Description Summary:**

The Police Communications Officer, under supervision, handles routine and emergency radio, telephone calls (emergency and non-emergency) for service following special or written instructions for transmitting and routing calls. Supports efficient operations and coordinates activities between department and external agencies and various contacts.

**Essential Duties and Tasks:**

**20%: Call Taking**

* Receives incoming emergency/non-emergency telephone calls from the general public and disseminates appropriately.
* Questions callers to determine their location and the nature of the problem to accurately determine the type of response needed.

**20%: CAD Operation**

* Maintains the status of each field unit.
* Enters, retrieves, and monitors information received from the TLETS/NLETS computer regarding wanted persons, stolen property, vehicle information, stolen vehicles, and computerized criminal history.
* Monitors computer alarm system.
* Receives incoming telephone calls from alarm companies and dispatches units in accordance with established procedures.

**20%: Radio Operations**

* Receives and disseminates information to University Police and Security Officers via police radio network.
* Relays information and messages to and from emergency sites to law enforcement agencies and to all other individuals or groups requiring notification.

**10%: Policy and Location Familiarization**

* Familiarization with the University and Departmental policies, TLETS/NLETS and TCIC/NCIC operations and policies.
* Familiarization with the relevant geography/locations within the departments jurisdiction which may include buildings, streets, major departments, and University Personnel.

**5%: Administration**

* Assists in operating data terminals for the National Crime Information Center/Texas Law Enforcement Telecommunications Systems and personal computers for the University Police Department (UPD) computer network.
* Assists with other UPD records, reports, and logs such as the documentation of UPD owned keys, and injury reports.

**5%: Telecommunications Operations**

* Completes the requirements for a license as an Intermediate Telecommunications Operator with the Texas Commission on Law Enforcement.
* Learns to develop and deliver training programs related to Communications members of the University Police Department.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* High school diploma or equivalent combination of education and experience.
* One year experience as a Texas A&M University Police Department Communications Officer or equivalent law enforcement dispatch experience.

**Required Licenses and Certifications:**

* May require Texas Commission on Law Enforcement (TCOLE) certificate.
* TCOLE requirements for Basic Telecommunicator Certificate - active license or appointment 1 or more years of service.

**Required Knowledge, Skills, and Abilities:**

* Strong interpersonal and cooperation skills.
* Strong computer, keyboarding, and communication skills.
* Ability to multitask and work cooperatively with others.
* Ability to function under adverse and stressful conditions.
* Ability to maintain confidential information.

**Machines and Equipment:**

* Computer: 10 hours
* Telephone: 5 hours
* Radio: 5 hours
* Fax/Copy Machine: 1 hour
* Cameras: 1 hour

**Physical Requirements:**

* Ability to move light or moderate weight objects.

**Other Requirements and Factors:**

* Be fingerprinted and be subjected to a search of local, state and U.S. national records and fingerprint files to disclose any criminal record, subjected to an extensive background investigation.
* Must be able to work rotating shifts. May be required to work weekends, holidays, and hours other than Monday through Friday, 8:00am to 5:00pm.
* Applicant must successfully pass keyboarding test, communications performance evaluation, psychological evaluation, drug screen and complete background investigation.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**​​☐​ Yes**

**​​☒​ No**

**Does this classification have the ability to work from an alternative work location?**

**​​☐​ Yes**

**​​☒​ No**