**Police Communications Officer IV Standard Job Description**



**Classification Title:** Police Communications Officer IV

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 10

**Minimum Pay:** $19.75

**Job Description Summary:**

The Police Communications Officer IV, under general supervision, handles routine and emergency radio, telephone, and 911 calls for service following special or written instructions for transmitting and routing calls. Develops and administers training for the Police Communication Officer-in-Training personnel. Responsible for maintaining and updating records information effectively and accurately.

**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%: Administration**

* Operates data terminals for the National Crime Information Center/Texas Law Enforcement Telecommunications Systems and personal computers for the University Police Department (UPD) computer network.
* Maintains 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.
* Hones ability to develop and deliver training programs related to Communications members of the University Police Department.

**5%: 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.

**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 any equivalent combination of education and experience.
* Four years' experience as a Texas A&M University Police Department Communications Officer or equivalent law enforcement dispatch experience.

**Required Licenses and Certifications:**

* TCOLE requirements for Advanced Telecommunicator Certificate – active license or appointment, Basic Telecommunicator Certificate, Intermediate Telecommunicator Certificate, 4 years of service and 240 hours of training.
* TLETS Telecommunications Operator certification.

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

* Strong interpersonal 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**