**Police Communications Supervisor Standard Job Description**



**Classification Title:** Police Communications Supervisor

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 11

**Minimum Pay:** $25.89

**Job Description Summary:**

Police Communications Supervisor, under general supervision, supervises personnel for the Communications Division. Serves as a liaison between the department and the University or outside agencies.

**Essential Duties and Tasks:**

**35%: Supervision and Training**

* Supervises the activities for the Communications Office and its personnel to include hiring, disciplining, evaluating, planning, prioritizing, assigning, reviewing, and participating in the work of assigned shift personnel.
* Monitors work performance, counsels employees concerning performance, and recommends improvements or modifications to work practices and employee performance as appropriate.
* Maintains status of each field unit. Communicates with other divisions to ensure effective operations. Serves as a liaison between the Department and outside agencies for criminal information network.
* May serve as the Agency Coordinator. Assists in developing and delivering training programs related to the Communications Office to members of the University Police Department.

**15%: Radio and Terminal 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.
* Monitors, updates, retrieves, and enters detailed information from patrol officers, security officers and the general public from/into Computer Aided Dispatch (CAD).
* Operates data terminals for the National Crime Information Center and Texas Law Enforcement Telecommunications Systems for the University Police Department.

**10%: Data Entry**

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

**10% Inventory Control and Maintenance**

* Assists in maintenance of all communication equipment for the Department and monitors inventory.
* Maintains an adequate inventory of communications office supplies.
* Maintains access to secure and sensitive materials.
* Maintains a secure key control system for the Department.
* Maintains and updates UPD Warrants and UPD Criminal Trespass.

**5%: Policy and Location Familiarization**

* Maintains and updates UPD Warrants and UPD Criminal Trespass.
* Enters, retrieves, and monitors information received from the TLETS/NLETS computer regarding wanted persons, stolen property, vehicle information, stolen vehicles and computerized criminal history.
* Participates in the development, implementation, maintenance, and updating of the section’s operational manuals and maintains operational procedures regarding CADS, TLETS/NLETS and TCIC/NCIC networks.
* Stays up to date with the University and departmental policies, and TLETS/NLETS and TCIC/NCIC operations and policies.
* Stays up to date with the geography of Texas A&M University (i.e. buildings, streets, major departments and University Personnel).

**5%: Monitors Alarms**

* Monitors alarms, answers incoming telephone calls from alarm companies, and dispatches units in accordance with established procedures.

**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.
* Five years of experience as a Texas A&M University Police Department Communications Officer or equivalent law enforcement dispatch experience.

**Required Licenses and Certifications:**

* Texas Commission on Law Enforcement (TCOLE) telecommunications operator license.

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

* Strong interpersonal and cooperation skills.
* Strong computer, keyboarding, and communication skills.
* Strong leadership and supervision 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:**

* 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**