

Telecommunicator, Police - Central Campus

FUNCTION: The Police Telecommunicator is the College communities' point of contact when requesting a response for police resources. He/she promotes the College Values and customer service without compromise. The Police Telecommunicator is responsible for emergency and non-emergency police communications using telephones and two way radios, documentation of requests for service and activity of police officers, operation of high security state and federal law enforcement information database computer, monitoring and operation of state of the art video surveillance system, monitoring and operation of multiple fire alarm systems and operation of electronic building security and access control systems. Requires a high level of professional service oriented interaction with the members of the College community, visitors and police officers, and other law enforcement and emergency response agency personnel with clear and concise verbal communication. Telecommunicators must pass an extensive background investigation, including a criminal history and previous employment records. This is an essential position required to work during natural or man-made emergencies.

Essential Job Functions:

- Operates non-emergency/emergency telephones, two-way radios, telecommunications/computer terminal equipment, cameras, and alarm and security systems.
- Provide a range of dispatch related services to district-wide faculty, staff and employees with respect to the department objective of community-oriented policing.
- Conduct accurate and prompt telecommunication operations, complete initial and subsequent training and support the protection and maintenance of sensitive communications equipment.
- Maintain adequate 24-hour police office visibility, accessibility and readiness in dispatch services for crisis or emergency.
- Maintain consistent access to radio contact with all campus police officers on patrol, providing and relaying information accurately and quickly, with respect to safety, crime prevention, emergencies and officer safety.
- Promptly determine and contact appropriate support if situational factors suggest aid beyond, or in addition to, campus police.
- Understand the various jurisdictions of other police agencies surrounding all college locations, as well as the geography of each campus and its structures.
- Monitor and respond to fire alarm system, and document daily test signals.
- Provide reports of alarm incidents and actions taken by police, fire or alarm company personnel.
- Conduct and provide reports of security equipment testing, including campus emergency phones, panic signal devices and elevator devices.
- Generate maintenance requests for inoperable or damaged property.
- Monitor dispatch office email for employee requests and advisories.

- Understand campus police regulations regarding master key accessibility and entry services to rooms and buildings.
- Maintain accurate documentation of patrol activities, and provide officers with information needed or requested.
- Document and provide officers with student or staff protective orders, case numbers, and required student records.
- Understand the fundamentals of officer safety and risk factors associated with patrol Answer all incoming emergency and non-emergency phone calls, document each call with provided forms and forward to supervisor.
- Obtain imperative specifics from individuals in a high state of stress.
- Maintain personal records of password and accessibility to police office databases, and understand laws and regulations regarding privacy.
- Regularly update all contact information for employees and outside sources needed.
- Prioritizes and assigns emergency calls for services.
- Operates specialized communications networking equipment and computer terminals to access confidential and restricted law enforcement information (TLETS).
- Proficiently carry out duties related to crisis management regarding natural disasters, chemical leaks, or national incidents.
- Serve as assistant to the Sergeants, Officers, and Dispatchers regarding tickets and reports (in person, phone, and email).
- Dispatches officers and notifies command/supervisors and administrative personnel of incidents.
- Perform general office duties which include answering telephones, printing, filing documents and performing other duties as assigned Administrative tasks, such as typing, data entry, faxing, copying, and filing.
- Interact with the public to provide information and assistance.
- Strong interpersonal skills.
- Collaborative personality.
- Receives and records information/requests related to police services.
- Maintains the highest level of professional standards.
- Compliance with all San Jacinto College and Police Department policies and guidelines
- Serves as a model of excellence, and supports, promotes and emulates the College Values, mission statement, goals and objectives.

Additional Job Functions:

- Answering phones, greeting and answering questions about tickets and appeal application process; assist students with overall questions
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Able to operate a multi-line telephone system
- Able to operate a two-way radio system
- Strong multi-tasking abilities
- Accurately enter data into the police records management/computer aided dispatch system
- Experience with Microsoft Office-Word, Excel, and Internet research
- Self-motivated with excellent communication and public relation skills

- Must have excellent front office and telephone skills with the ability to work in a fast-paced environment and manage multiple priorities with little supervision
- Communicate clearly and distinctly in English
- Ability to work with people from diverse backgrounds in a team environment
- Type a minimum of 30 –wpm
- Basic word processing skills
- Excellent organizational and time management skills
- Must satisfactorily complete San Jacinto College training courses in Banner, the college database system
- Must be able to work extended hours as necessitated by emergencies or staffing contingencies
- Must be able to pass an intensive background check
- Must be able to work under pressure
- Must be available for mandatory overtime, shift work and non-traditional days off
- Must be able to work unsupervised in an office

Education and Experience:

- High school diploma or equivalent

Preferred Experience:

- One year of related experience in higher education
- Bilingual /multi-lingual

Required Licenses/Certifications:

- Valid Texas driver license with acceptable driver’s record
- Basic Telecommunicator Proficiency Certification or must complete initial Basic Telecommunicator course and subsequent training to maintain a Basic Telecommunicator Certificate within one year of employment
- Must complete TCIC/NCIC required certification within one year
- American Heart Association training course: Basic Lifesaving Skills for Healthcare Providers within one year

Preferred Licenses/Certifications:

- Basic TCOLE Police Telecommunicator License

Note: The duties of this position require a physical presence at the assigned on-site work location during unrestricted operations with very limited or no opportunity for remote work arrangements

Salary Grade: 13

Salary is based on the Board-approved salary schedule for the current fiscal year. [See Salary Schedule](#)

Requisition Number: req3477

Posting Close Date: 2/4/2022