

Police Telecommunications Operator
Campus Safety
\$20.03/hr – \$21.83/hr

Overview

The successful candidate will be responsible for directing the activities of field personnel and providing patrol units with actionable information. The individual must be ready, able and willing at all times to take command of a particular situation, (if no other authority is available) and function under stressful circumstances to communicate effectively and direct a number of simultaneous activities without confusion. This position is responsible for providing prompt and accurate information to law enforcement and assists the public by giving information and other aid as needed.

Responsibilities*Essential:*

- Receive and provide response to emergency and informational telephone calls including emergency lines, radiophone, telephone for the hearing impaired.
- Initiate and receive public safety radio traffic using a multi-band law enforcement network to dispatch police officers; monitor frequencies of area law enforcement agencies; maintain logs according to regulations.
- Thinks and acts promptly in emergencies, analyzes situation quickly and accurately and takes or suggests an effective course of action. Operates multi-line phone system, police radio and computer aided dispatch system in concert
- Maintains records of incoming calls for assistance and all police/patrol activities.
- Dispatches officers to situations requiring police response.
- Monitors CCTV system. Completes appropriate reports.
- Communicates with other police/fire/ambulance agencies, and operates various computer terminals including the CAD, "Computer Aided Dispatch" system. Performs related duties as required.

Other:

- Works overtime as directed and assures that all telecommunication center equipment is functional by notifying the duty supervisor when repair is needed or malfunctions occur.

Qualifications

- Currently licensed by TCOLE with a Basic Telecommunications license or at least 2 years' prior public safety dispatch experience preferred.
- High school graduation or GED. Some college or a bachelor's degree preferred.
- Bilingual (English/Spanish) preferred.
- Current and valid Class C Texas Motor Vehicle Operators License throughout employment.
- Ability to obtain and maintain State of Texas mandated licenses & certifications and training requirements as directed by Federal Communications Commission, State of Texas and Federal agencies and Departmental policy and regulations.
- Must pass an extensive background investigation, fingerprinting, psychological, medical, and physical test.
- Not currently under indictment for any criminal offense;
- Never been convicted of an offense above a Class C misdemeanor
- Never been convicted of any family violence offense;
- Not prohibited by state or federal law from operating a motor vehicle
- Ability to use a multi-line phone system.
- Basic computer knowledge of Microsoft Office products, such as Word, Excel, and Access.
- Thinks and acts promptly; using good judgment in emergencies; analyzes situation quickly and accurately and takes or suggests an effective course of action while maintaining a calm demeanor.
- Must be able to communicate and be understood clearly in person, on the telephone, by radio and in writing.
- Ability to work effectively in a fast paced environment.
- Ability to comply with workplace guidelines and attendance requirements.
- After training, ability and skill in the use of police radio equipment, telephones, and accurate data entry.
- Ability to sit for long periods of time.

Special Conditions

This is a full-time benefits eligible position. Must be able to work 24/7/365 on any assigned shift with varying days off. This position is considered "Mission Critical." In order to meet the needs of the University and of the department, shifts are subject to change on short notice and Police Telecommunications Operators must be available for recall to the university in emergency situations, such as man-made or natural disasters. The department is organized along a standard law enforcement model: telecommunications operators must wear a uniform on duty; are subject to inspection and a formal chain of command.

How to Apply:

Qualified applicants are invited to apply online at www.stedwards.applicantpro.com.

NO PHONE CALLS OR E-MAIL INQUIRIES PLEASE.

St. Edward's University offers a very generous benefits package that includes group health plans as well as tuition remission and numerous employee retirement plan options. For more information on these benefits, click [here to view a summary of our current employee benefits offerings](#).

Application Process:

The selection process is comprised of multiple steps in which a series of tests, examinations, and background investigations are administered. A rigorous and challenging selection process will identify individuals best qualified for employment with the department.

Step 1 — Application for employment on www.stedwards.applicantpro.com

Step 2 — Tests

- Physical fitness test (Peace Officers only)
- Written examination (Peace Officers and Telecommunication Operator applicants)
- Firearm qualification (Peace Officers Only)

Step 3 — Turn in Personal History Statement

Step 4 — Background Investigation

Step 5 — Oral Interview Board

Step 6 — Chief's Interview

Step 7 — Medical Test *

- Medical Exam
- Audio screening
- Vision examination

Step 8 — Psychological exam *

Step 9 — Drug screen *

Step 10 — Job Offer

* indicates order may be changed due to scheduling

St. Edward's University is an equal opportunity employer and hires only U.S. citizens and documented workers.