



THE UNIVERSITY OF TEXAS AT ARLINGTON POLICE DEPARTMENT



The UTA Police Department is seeking exceptionally qualified applicants for the position of:

POLICE TELECOMMUNICATOR

JOB SUMMARY

The primary function of a Police Tele-communicator is to receive and prioritize Emergency 9-1-1 and non-emergency telephone calls from the public. Dispatches appropriate emergency service agencies such as police, fire, and emergency medical units. Monitors public safety units in the field. Retrieves and enters computer data for emergency response personnel within the service area. Answer administrative telephone lines, enters information into a Computer Aided Dispatch (CAD) system, and processes non-emergency and routine requests for police, security, and technical support services. The Police Tele-communicator also monitors closed circuit television (CCTV) during special events and for security related activities, and performs multiple tasks concurrently, while working in a fast-paced environment and maintaining a professional and positive demeanor. Serves as a Campus Security Authority as defined by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act).

ESSENTIAL DUTIES AND RESPONSIBILITIES

Answers emergency and non-emergency telephone calls for police, security, and technical support events and services. Enters information concerning calls for technical support and security related patrol activity into a Computer Aided Dispatch (CAD) system to be forwarded to the appropriate police dispatch station for assignment. Forwards calls received in the Police Communications Center to the appropriate office of the UTPD. Monitors CCTV for situations indicating a need for a law enforcement or security response and forwards the information to the appropriate police dispatch station to initiate a proper response. Composes and initiates emergency notifications to the campus community. Monitors and responds to messages through the TLETS system, runs wanted inquiries as well as enters wanted persons, stolen articles and vehicles. Also maintains the certifications for officers to be able to use MDCs in patrol vehicles. Monitors alarms; fire, burglar, projector, classroom. Maintains files, logs, resource books, and other materials used frequently. Monitors bait bikes when deployed. Conduct quarterly audits for Purged records in the TLETS system. Maintain vendor key box and distribute keys to and collect keys from contractors and housekeeping. Administer the required TTY/TTD certifications ever six months. Perform other duties assigned. Must be able to work any shift as required. Must be able to work weekends and holidays. Must be willing to work mandatory overtime with minimal notice.

COMPENSATION/BENEFITS

Salary: Without experience 40,100.00 annual. With experience, commensurate based on qualifications and relevant experience. Vacation and Sick Leave accrued at eight hours per month. Fourteen paid holidays were authorized for the 2020-2021 fiscal year. All equipment is furnished. Benefits package including medical, dental, vision, pre-tax flexible spending, and supplemental life insurance offered. Retirement is through Teacher Retirement System. Supplemental retirement and disability insurance plans also offered. Specific benefit details available on request. **100% tuition reimbursement available after 1 year of service** (some stipulations apply).

REQUIRED QUALIFICATIONS

High School diploma. One (1) year of experience in customer service or the equivalent experience. Basic Texas Commission on Law Enforcement (TCOLE) Telecommunications Operator License or is qualified to acquire a basic license within first year of employment (This includes US citizenship).

PREFERRED QUALIFICATIONS

Associate's degree or thirty (30) hours in the criminal justice or related field. One (1) year of experience in a physical plant, public safety or emergency communications field.

WORKING CONDITIONS

Working in an enclosed, secured communications environment. May be required to work rotating shift assignments on day, evening, and nights with varying days off and on holidays. Subject to emergency recall during man-made or natural disasters and unusual occurrences on campus. Must be able to stand, walk, sit, reach, lift/carry, push, pull and use a keyboard at a workstation. Proficient with all equipment utilized in the performance of assigned duties; must wear personal protective equipment when necessary.

APPLICATION PROCESS

Process begins with the applicant going to <https://police.uta.edu> and following prompts at the Join Our Team employment link. Specific questions may be directed to policerecruiter@uta.edu . Applications will be accepted until positions are filled.

HIRING PROCESS

Must first successfully complete a public safety telecommunication (PST) test. The recommended testing is CritiCall. Must receive the minimum score on the CritiCall test in the following categories: overall test score of 70; overall data entry score of 3200; and a keyboarding score of 35. At later stages, must pass a comprehensive background investigation, polygraph/psychological/medical testing, and oral board interview.

EEOC STATEMENT

UTA is an Equal Opportunity/Affirmative Action institution. Minorities, women, veterans and persons with disabilities are encouraged to apply. Additionally, the University prohibits discrimination in employment on the basis of sexual orientation. A criminal background check will be conducted on finalists. The UTA is a tobacco free campus.

The University of Texas at Arlington Police Department serves the 44,000 students, faculty, and staff on the growing campus located in the heart of the Dallas/Fort Worth Metroplex. Police Chief Kim Lemaux leads an organization committed to excellence in campus policing and to ensuring the safety of students, faculty, and staff. 46 sworn police officers, 48 public safety officers, and 36 professional staff are committed to achieving this goal of distinction. UTA PD is accredited through CALEA and IACLEA.

UTA is an Equal Opportunity/Affirmative Action institution. Minorities, women, veterans and persons with disabilities are encouraged to apply. Additionally, the University prohibits discrimination in employment based on sexual orientation. A criminal background check will be conducted on finalists. The UTA campus is a tobacco free campus.