



PORT CORPUS CHRISTI®

SURVEILLANCE ANALYST/DISPATCHER

Port Corpus Christi Authority (PCCA) is currently seeking an attentive, detail-oriented team member to join our law enforcement team. PCCA Police Department is committed to servicing and protecting PCCA tenants, customers, employees, visitors, and PCCA property. Under supervision of the Surveillance Analyst/Dispatcher Supervisor, this position serves as a communication link with law enforcement agencies and observes and operates various security systems software, including intelligent video analytics.

ESSENTIAL FUNCTIONS

- Observes and operates interactive video surveillance camera monitoring systems and computers to detect intrusions, unusual or unauthorized activity within the boundaries of the PCCA and takes necessary action in response to observed activity. Develops and maintains acceptable level of proficiency with security system detection and access control software
- Operates two-way radios to dispatch calls to patrol units and security forces. Transmits, receives and communicates information to police and security forces, as appropriate, and to other agencies as required
- Utilizes computer-aided dispatch (CAD) to record and assign calls for service/events; utilizes the records management system (RMS) to access, analyze, and enter information when necessary; monitors radio activity and calls; verifies and inputs TCIC/NCIC, CAD/RMS data as requested
- Communicates between security force(s) and Harbormaster to report vessel movements, dock damage and other information vital to PCCA commerce
- Maintains proficiency with, and utilizes the Automatic Vehicle Locator (AVL) security system to better determine status/availability of police resources and maintains proficiency with Gulf Coast Law Enforcement Information Exchange Database (Linx), and utilizes resources to develop information and data related to PCCA security operations/investigations
- Communicates and demonstrates professionalism with the public, PCCA Police, Security staff, PCCA employees, and the various public safety units (Coast Guard, Sheriff, Police, Fire & Emergency Medical Services, Texas Department of Public Safety) as well as various federal law enforcement and other regulatory agencies
- Receives, assesses and appropriately acts on calls from the public requesting service/assistance; maintains acceptable level of competence, professionalism and ethical standards on and off duty as addressed in the Police & Security dept. rules manual and PCCA Employee Handbook
- Conducts file inquiries into the National Crime Information Computer (NCIC) and Texas Crime Information Computer (TCIC) or regional database to check driving records, vehicle registrations, stolen property listings, warrants, criminal history reports and/or missing persons

Job Description: *Surveillance Analyst/Dispatcher*

- Encourages and fosters a helpful, safe environment where teamwork prevails; provides assistance to Sr. Mgmt. and office staff where appropriate; may perform receptionist/administrative duties when directed
- Drives a vehicle to complete assigned tasks
- Works hours needed to fulfill position objectives; available to work varying schedules of 12-hour rotating shifts (4 days on and 4 days off, including nights, weekends and holidays, or a variation of) and on-call duty
- Tier 1 status designation

CANDIDATE PROFILE

The preferred candidate for this position should be a disciplined, perceptive individual, expected to possess an exceptional work ethic and integrity, and ability to communicate effectively with the public, PCCA stakeholders, and staff. The successful candidate for this position must be willing to undergo a background in investigation, a credit report inquiry, and post-offer physical and psychological evaluation, as well as post-offer and random drug testing. They must possess the following:

EDUCATION & CREDENTIALS

- High school diploma or equivalent
- Texas Commission on Law Enforcement (TCOLE) Telecommunications Certifications and TCIC/NCIC Full Access Certification or attainment of certification within one year of employment
- Ability to obtain and maintain a Transportation Worker Identification Credential (TWIC) during course of employment
- Valid driver's license

EXPERIENCE & JOB KNOWLEDGE

- Prior experience in duties outlined preferred or acceptable equivalent experience
- Familiar with the inner workings of relevant agencies preferred

TECHNICAL SKILLS

- Proficiency with personal computer and office equipment
- Previous experience with CAD and RMS preferred
- Ability to fit well within an energetic and dedicated team and be responsive/responsible to supervision
- Proficiency of the English language; effective clear verbal and written communication skills
- Oral and written proficiency in the Spanish language preferred
- Must possess self-control, tact, good judgment, emotional and mental stability; must be reliable, trustworthy, dependable and maintain a good attendance and on-time record

Job Description: *Surveillance Analyst/Dispatcher*

- Customer service oriented; strong organizational and multi-tasking skills

ESSENTIAL PHYSICAL JOB FUNCTIONS

- Ability to perform essential job functions, including but not limited to frequent standing, walking, sitting, speaking or hearing, typing and occasional reaching, stooping, kneeling, lifting and/or moving up to 30 pounds with or without reasonable accommodation
- Must be able to walk and stand on level and/or inclined, climb stairs, ramps, ladders and work stands. Must be able to crouch, crawl, grasp/handle objects, use finger dexterity, bend elbow/knee and reach above/below shoulders
- Ability to work in a general office environment, with some exposure to the elements when visiting worksites
- Ability to operate light-weight highway vehicles and standard office equipment and to work the requisite hours to fulfill position objectives, including evenings and/or weekends, as needed
- Communicating verbally, in writing, and over devices such as the phone, radios, and portable radios
- Ability to pass a physical exam, including drug screen and no greater than a mild hearing loss, not to exceed 40 dBHL at frequencies 500-4000 Hz in either ear, and 20/40 vision with corrective lenses

APPLICATION PROCESS

Interested and qualified candidates must apply online at www.portofcc.com on or before October 4th, 2023, 11:59 PM CST.

If you are selected for a position with PCCA, your employment will be contingent upon submission to and successful completion of a drug test and alcohol screening as well as a verification of information and qualifications provided during the selection process.

As part of our dedication to the diversity of our workforce, PCCA is committed to Equal Employment Opportunity. Applicants will receive consideration for employment without regard for race, color, gender, religion, national origin, disability, veteran status, military status, age, marital status, sexual orientation, gender identity, genetic information or any other protected group status.