



Job Description

Job Title: Police, Communications Operator Supervisor

JTC: L20

Salary Range: D02

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Oversees the management and operations of the telecommunications function of the DCCCD police department. Assigns, reviews and participates in the work of staff responsible for processing emergency, non-emergency and administrative calls to the dispatch.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to think and act promptly in emergency, complex or difficult situations; define problems, collect data, establish facts, and draw valid conclusions; takes or suggests appropriate course of action. Effectively interprets laws and regulations, making decisions, maintaining composure and working effectively under stressful conditions. Ability to deal with irrational situations where the outcome is unpredictable. Ability to cope with situations firmly, courteously, tactfully and with respect for others.

Applies knowledge related to policies and procedures in determining course of action and stays up-to-date on best practices, incorporating knowledge into all work assignments and procedures. Ability to coordinate and direct numerous activities simultaneously without confusion; provides rapid response to DCCCD law enforcement or other emergency agencies, i.e., police, fire, ambulance.

Ability establish and maintain effective working relationships with a diverse, multicultural DCCCD network community, internal and external to the district, including but not limited to students, staff, faculty and other law enforcement agencies. Able to multitask and adapt to changing work environments, work priorities and organizational needs.

Possesses strong problem-solving, analytical, time management and communication skills. Provides onsite technical support by preparing log sheets of all incoming and outgoing calls and radio traffic, DCCCD police reports and case numbers. Performs a variety of routine clerical duties in maintaining official records of a dispatch center, i.e., enter, update, and retrieve information from computerized data system; maintain recorded details of telephone calls/radio dispatches, and messages. Responsible for maintaining records and archives for Texas Law Enforcement Telecommunications System/National Law Enforcement Telecommunications System (TLETS/NLETS) purposes.



Effectively transmits instruction and information through clear, concise verbal communication. Maintains and protects the privacy and confidentiality of information and material. Strong knowledge and experience in providing effective customer service.

PHYSICAL REQUIREMENTS

Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, computers, calculator, copier, and fax machine. May be required to lift or move materials and equipment weighing up to 50 pounds. Some crawling, reaching, handling, sitting, standing, pushing, bending, crawling and pulling.

MINIMUM KNOWLEDGE AND EXPERIENCE

Graduation from high school or equivalent, plus forty (40) hours of training in operation of Texas Law Enforcement Telecommunications System (TLETS), completion of Basic Telecommunicator course #1013 and two (2) years of supervisory or team lead experience. Intermediate Telecommunicators license. Additional TLETS training may be required as job progresses. Official licenses/certifications required. Position may require working day shift, evening shift, graveyard shift and extended work hours to include weekends and holidays. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for supervision of police communications operators. Schedules daily assignments and briefs shift on campus/site activities. Coordinates and conducts training; coaches, develops and evaluates assigned personnel. Reads and interprets documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ensures dispatch center adheres to local, state and federal regulation and other rules and requirements. Acts as TLETS manager and assures all employees meet all federal and state mandated requirements. Performs the duties of a police communications operator, as necessary.

Responsible overseeing the daily maintenance of all routine and emergency "traffic" routed through the centralized police communications center; maintains the daily police dispatch duty roster. Receives incoming telephone calls regarding crimes, disturbances, fires, medical or police emergencies/non-emergency situations within the district and general public and dispatches police officers for intervention and/or assistance. Responsible for relaying daily emergency-related information such as street closings, power outages, campus closing, etc.

Relay information and messages to and from emergency sites to officers and emergency response personnel or other law enforcement agencies. May maintain contact with caller until responders arrive. Obtains and relays information from TLETS for person and vehicle information, i.e., stolen vehicles, vehicle registrations, and request for traffic and criminal warrant checks on individuals.



Receives and processes requests from on-duty police officers for traffic violation checks, warrant checks, vehicle registrations and driver's license checks, Federal and State "wanted persons", missing children checks, missing persons, and stolen properties, via an on-line connection with the FBI National Crime Information Center and Texas Department of Public Safety (DPS).

Effectively uses interpersonal, communication and diplomacy skills when interacting with individuals of different social, economic and ethnic backgrounds.

Supervisory Responsibilities: 10+ full-time or full-time equivalent employees. Performs other duties as assigned.

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The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.