



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 06/18  
**FLSA:** Non-Exempt  
**PTO:** COVS

## ***JOB DESCRIPTION***

### ***TITLE***

Telecommunicator I

### ***JOB SUMMARY***

Performs responsible work involving the operation of a police communication/emergency response center and related clerical tasks. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Supervisor, Telecommunications

*Supervises:* No supervisory responsibilities

### ***ESSENTIAL DUTIES - May include, but not limited to the following:***

- Efficiently operates all equipment in the police communications center including but not limited to telephones, radios, E-911, TTY, alarm consoles, video and computers reporting any equipment malfunctions immediately to a supervisor.
- Responds to incoming requests/calls by telephone and in person, disbursing both routine and emergency information to security/patrol personnel.
- Monitors Closed Caption Television (CCTV) cameras.
- Monitors entry/access system.
- Communicates information using codes and references.
- Maintains a log of the location and activities of uniformed personnel on duty.
- Makes radio contact with each uniformed member periodically and receives a report of activities.
- Maintains Computer Aided Dispatch Log.
- Places telephone calls to fire departments, ambulance services or other emergency units according to department policy and procedure.
- Performs computerized information checks for warrants, driver's license data, and criminal history.

- Maintains strict confidentiality of all information that is known, releasing such information only within departmental guidelines.
- Sends and monitors incoming police related teletypes.
- Posts to records and prepares routine reports.
- Assists the public with information concerning the University and related activities.
- Receives monies for parking fines and towing fees.
- Responds to emergency call-out through the department pager system.
- Performs routine clerical duties.

### **ADDITIONAL DUTIES**

- Performs other duties as requested.

### **EDUCATION**

High school diploma or equivalent required. Must be able to meet requirements for the Texas Commission on Law Enforcement hiring process and pass state exam Telecommunicator Proficiency Certificate within first six months of appointment. Obtain TCOLE Basic Proficiency in first year of employment.

### **EXPERIENCE**

No experience required. Related experience in general office or clerical work, preferably with some two-way radio transmitter experience. Experience at other law enforcement agencies which involved typical police telecommunicator duties preferred.

### **REQUIREMENTS**

Valid Texas driver's license and a safe driving record such as required by the university for Driver's Authorization.

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Ability to monitor Closed Caption Television (CCTV) cameras.
- Ability to monitor entry/access system.
- Working knowledge of office practices and methods.
- Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.

- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to respond to emergency situations in a timely manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

### ***PHYSICAL DEMANDS***

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee must have the ability to work any hours on any day. The employee may be required to travel.

### ***WORK ENVIRONMENT***

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is performed indoors and outdoors with exposure to inclement weather and unpredictable crisis situations. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, extreme cold, extreme heat, and vibration. It may be expected that the individual could be exposed to blood or other potentially infectious materials during the course of their duties.

### ***SAFETY***

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

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*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***