



## ***JOB DESCRIPTION***

### ***TITLE***

Supervisor, Telecommunications

### ***JOB SUMMARY***

The Supervisor, Telecommunications assigns and delegates work projects to subordinate staff, schedules employees to ensure proper staffing levels, and performance management including evaluating work performance, coaching, mentoring, onboarding, and continuing education and training for subordinates. This position also fills a key emergency management role overseeing emergency crisis situations as they occur. Provides technical assistance to staff, resolves minor work or personnel problems, and gives input regarding discipline, training, and major job assignments to the manager. Resolves problems in accordance with instructions, policies, procedures and applicable laws and regulations. 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:* Manager, Communications, Parking, & Public Safety Technology

*Supervises:* Telecommunicator I, II, III, and IV

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

- Performs all key tasks and duties of the dispatcher IV classification plus;
- Supervises dispatch personnel and plans work assignments to ensure service and production expectations are achieved.
- Evaluates shift operations through personal observation of dispatchers and recommends improvements or modifications to work practices and employee performance as appropriate
- Works proactively with staff to resolve performance or personnel issues at the lowest level.

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- Conducts employee evaluations, reviews and investigates and resolves complaints or problems.
- Coordinates major incidents to ensure that proper notifications are made; assists in call handling if necessary and coordinates with incident commands
- Stays regularly aware of employee actions and behavior for signs of stress, coping, and general emotional well-being; specifically watches for these signs during or any time after high stress & major incidents
- Ensures technical equipment is properly maintained, regularly serviced and fully functional
- Completes a variety of reports and correspondence relating to dispatch activities in a timely manner, such as investigations, inquires or preparation of documents for court purposes including CAD reports, ANI/ALI reports, etc.
- In case of emergency or other necessity, transfers operations to and sets up the dispatch operations backup center
- Monitors the accuracy of all records in the Communications Center and maintains the files of all computer inquiry and entry records.
- Ensure all radio operations comply with FCC regulations, validates all entries in TCIC/NCIC.
- Assigned as TAC (Terminal Agency Coordinator) for TCIC/NCIC.
- Completes monthly and annual telecommunications activities summaries.
- Conducts on-the-job training (to include Communication Operators/Dispatchers, Parking Clerks, Guards, and Police Officers on all campuses).
- Performs responsible verification for the efficient operation of all radio equipment.
- Performs responsible verification for the efficient operation of all computer equipment in the Communications Center.
- Coordinates training required by Texas Commission on Law Enforcement, Texas Department of Safety, and Federal Bureau of Investigation.
- Assists with sale and processing of parking permits, citations, and appeals.
- Assists with processing monies received by the parking office or dispatch window, balancing cash drawers, and tracking deposits. Conduct end-of-day financial audits.
- Develops and publishes brochures as needed.
- Develops and conducts staff training programs.

#### **ADDITIONAL DUTIES**

- Ensures technical equipment is properly maintained and regularly serviced.
- Coordinates major incidents during a crisis.
- Performs other duties as requested.

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## **EDUCATION**

High school diploma or equivalent. Bachelor degree preferred. Master Telecommunicator Proficiency certificate.

## **EXPERIENCE**

Three years progressively responsible communications dispatching experience in a comparable public safety dispatching center. Successful completion of the probationary period at the dispatcher I/II level required.

## **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position. Must be available for consultation or troubleshooting problems in the Communications Center at all hours, day or night.

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

- Knowledge of techniques, procedures and methods used in operations of a public safety communications center
- Knowledge of Computer Aided Dispatch (CAD) and enhanced 9-1-1 equipment
- General knowledge of cities and locations of highways, main streets, and major buildings and geography of TWU and surrounding areas.
- Knowledge of rules and regulations of the Federal Communications Commission pertaining to radio telephone operations
- Skilled in principles and practices of effective staff supervision and motivation
- Knowledge of agency personnel policies, procedures, laws and requirements
- Knowledge of policies and procedures for filing overtime, proper notification for equipment failures or after hour call outs for radio, computer or phone problems
- Effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques.
- Thorough knowledge of and skill in the use of the University Emergency Notifications Systems, police radio equipment, telephones, and the various computer equipment in the Communications Center (Entry access, Report Management, Central Alarm Station, Parking enforcement, TCIC/NCIC).
- Knowledge of the various computers to include the ability to troubleshoot problems.
- Thorough knowledge of FCC regulations to ensure compliance as required. Proficiency in all phases of duties performed.
- Ability to work any of the shifts and varying days off. Specific job requirements or physical location of positions allocated to this classification render the position security sensitive and thereby subject to the provisions of Section 51.215 Texas Education Code.

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- 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 university related 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 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 normally performed in a typical interior work environment.

### ***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:** \_\_\_\_\_

**Printed Employee 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.***