

**THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER AT SAN ANTONIO  
JOB DESCRIPTION**

9-01-98

**POLICE COMMUNICATIONS OPERATOR**

**FLSA: NON-EXEMPT**

**Job Code: 6345**

**SUMMARY**

This position communicates effectively under any conditions, coordinates and directs a number of simultaneous activities without confusion, provides rapid response to law enforcement or any other emergency needs, and to protect fellow officers, and assists the public by giving directions, information or other aid, as needed. Responsibilities include directing the activities of field personnel and providing patrol units with information upon which they may act. Incumbent must be ready, able and willing at all times to take command of a particular situation if no other authority is available, and must be able to function under stressful circumstances.

**DUTIES**

Performs a combination, but not necessarily all, of the following duties:

- Must be able to speak clearly and distinctly at all times.
- Must be able to read and write effectively.
- Must have the ability to think and act promptly in emergencies, analyze a situation quickly and accurately, and to take or suggest an effective course of action.
- Maintains up to date security clearances, directory, room reservations, and locator files.
- Operates the police radio, maintains records of incoming calls for assistance, and dispatches officers to situations requiring police response.
- Maintains records of all police/patrol activities.
- Monitors CCTV systems, completes appropriate reports, communicates with other police/fire/ambulance agencies, and operates various computer terminals including the CAD – “Computer Aided Dispatch” system.
- Works overtime as directed, and assures that all telecommunication center equipment is functional by notifying the duty supervisor when repair is needed or malfunctions occur.
- Performs other duties as assigned.

**SUPERVISION**

**Received:**

Work is reviewed for accuracy, completeness and compliance with departmental policy and procedures and the guidelines of the Federal Communications Commission.

**Given:**

None

**EDUCATION/EXPERIENCE**

High school diploma or GED, with no additional experience needed. After employment, incumbent must successfully complete a minimum of 40 hours of training for a Police Telecommunications Operator, as mandated by the Texas Commission of Law Enforcement Officer Standards and Education.

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### **EQUIPMENT**

Ability, through training, to acquire a knowledge of, and skill in the operation of police radio equipment, telephones, typewriters, and various computer equipment (data entry) in the Communications Center.

### **WORKING CONDITIONS**

Work is performed in a communications center environment where incumbent must be able to work on any assigned shift, with varying days off.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time.

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### **IMPORTANT:**

Any qualifications to be considered as equivalents in lieu of stated minimums require prior approval of the Assistant Vice President for Human Resources.

In accordance with The University of Texas Health Science Center at San Antonio policy (*HOP-Section4.4.1*), job candidates for all Health Science Center positions must undergo a criminal background check before a job offer is made and before the candidate can begin to work.

Information resources including data, information, technology, and software are University resources and must be protected and used in conformance with all applicable laws and policies in accordance with 1TAC 201.13(b) Information Security Standards.