JOB INFORMATION

Effective Date	10/24/2022
Job Code:	5216
Job Title:	Police Dispatcher I
Salary Grade/Structure:	130 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	40-Clerical and Secretarial
Job Function:	Safety & Security
Job Family:	Security
Job Summary	The Police Dispatcher I receives incoming emergency/non-emergency telephone calls from the public and campus community and disseminates information via radio to the appropriate emergency personnel. Monitors and responds to security systems, including 911 and medical emergency notification, and coordinates with appropriate agencies and personnel. Monitors all telecommunications equipment including State and National computers, operates data terminals for NCIC and TLETS Systems, and personal computers for the University Police Department computer network. Serves as a Campus Security Authority as defined by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. Required to work rotating shifts to include days, evenings, nights, weekends, and holidays.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
High School Diploma or GED		Required	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	No experience required.	Required	
Less than 3 yrs	Minimum of 6 months of experience in a Security/Law Enforcement environment dealing directly with Dispatch /Communications operations. Experience with Police and Communications terminology.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	A current, valid Texas Driver's License	Upon Hire	Required	
	Employee must earn a TCOLE full Telecommunications license. Police Department will pay for training and licensure exam	within 1 Year	Required	
	TCOLE Basic Telecommunication License		Preferred	
	NCICF/TCIC Certification		Preferred	

Knowledge, Skills and Abilities

	KSAs	Proficiency
•	Ability to understand and apply methods and practices relating to police dispatching.	Basic
•	Demonstrate a working knowledge of customer-based security techniques and law enforcement operations.	Basic
•	Ability to make sound judgments.	Skilled
•	Skills in Microsoft Office, specifically Work, Excel, and Outlook.	Basic
•	Excellent oral and written communication skills.	Skilled
•	Ability to use phones, computers, and related equipment.	Basic
•	Ability to handle stressful situations and make decisions in a timely manner.	Proficient
•	Ability to communicate professionally, effectively, and politely, demonstrating a customer-service oriented attitude.	Proficient
•	Ability to follow precise directions verbally and in writing in both emergency and non-emergency situations and remain calm while doing so.	Proficient

JOB RESPONSIBIILTIES

Campus Security Authority ☐

Remote Work Capable ☐

Essential Functions

	Essential Function	% TIME
•	Enters all appropriate documentation into the Automated Records Management System (in house computer system).	20%
•	Greets and answers public inquiries in person and take appropriate action. Answers and screens all incoming telephone calls and determine appropriates action.	15%
•	Maintains contact with appropriate university police and security units in the field via radio communications and computer, directing them to all types of calls for service.	15%
•	Monitors university surveillance cameras for suspicious activity. Maintains status of all alarms, and takes appropriate action when activated.	15%
•	Creates and updates work orders as necessary for all security electronic equipment and other police technologies.	10%
•	Maintains a state of emergency readiness through recurring training and scenario based exercises. Serves on department and/or university committees.	10%
•	Maintains contact between non-university units (area law enforcement, fire, ambulance and others) and university personnel (police, health center, facilities, etc.) via radio communications network.	5%
•	Operates state teletype/computer system to send and receive information for criminal justice use.	5%
•	Performs other duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	Yes
Hearing Exam:	Yes
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description