



**DATE ISSUED:** 04/07  
**FLSA:** Non-Exempt  
**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Communications Operator/Dispatcher

### **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:* Police Sergeant or Ranking Officer

*Supervises:* No supervisory responsibilities

### **PRIMARY 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.

Clearly and efficiently receives and transmits information using a two way radio.

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 a log of radio transmitter operating time.

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.

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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 decals and fines.  
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 successfully complete a Texas Commission on Law Enforcement Officer Standards and Education approved basic telecommunicator course.

***EXPERIENCE***

One year of experience in general office or clerical work, preferably with some two-way radio transmitter experience.

***REQUIREMENTS***

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

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

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.

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Dispatcher  
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Ability to use a personal computer and other office equipment.  
Ability to respond to emergency situations in a timely manner.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must occasionally lift and/or move more than 25 pounds.

**WORK ENVIRONMENT**

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or 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. The noise level is moderate. The employee must have the ability to work any hours on any day. The employee may be required to travel.

**SAFETY**

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

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

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***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or 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.***