

# Police Communications Operator

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## Posting Details

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### Position Information

<b>Posting Number</b>	S05515P
<b>Position Title</b>	Police Communications Operator
<b>Department</b>	Police Department
<b>Location</b>	Arlington
<b>Job Family</b>	Police/Campus Safety
<b>Position Status</b>	Full-time
<b>Work Hours</b>	Shift
<b>Work Schedule</b>	Our University Police Agency operates 24/7 including weekends, holidays, and overtime as needed.
<b>Open to</b>	External and Internal
<b>Salary</b>	Salary is commensurate based on qualifications and relevant experience up to \$48,000.
<b>Duration</b>	Funding expected to continue
<b>Pay Basis</b>	Monthly
<b>Benefits Eligible</b>	Yes
<b>Benefits at UTA</b>	We are proud to offer a comprehensive benefits package to all our employees at the University.

To help you understand the full value of these benefits, we have created a tool that calculates the total worth of your compensation package. This tool takes into account all of the benefits that you are eligible for, including health insurance, retirement plans, and paid time off. To access this tool and learn more about the total value of your benefits, please click on the following link:

<https://resources.uta.edu/hr/services/records/compensation-tools.php>

### University Information

The University of Texas at Arlington is located in the heart of the Dallas-Fort Worth-Arlington metroplex, a vibrant and diverse metropolitan area that is home to over 7 million people, one of the fastest-growing tech economies in the United States, and a wide array of arts, entertainment, and cultural activities. UTA is a comprehensive teaching, research, and public service institution dedicated to the advancement of knowledge through scholarship and creative work. The University is committed to providing access and ensuring student success, and to a culture of innovation, entrepreneurship, and commercialization of discoveries by our community of scholars. With an enrollment of more than 40,000 students, UTA is the second largest in the University of Texas System. As a result of its combination of rigorous academics and innovative research, UTA is designated as a Carnegie R-1 "Very High Research Activity" institution. UTA ranks No. 4 nationally in Military Times' annual "Best for Vets: Colleges" list and is among the top 30 performers nationwide for promoting social mobility of its graduates (U.S. News & World Report, 2023). UTA is designated by the U.S. Department of Education as both a Hispanic-Serving

Institution (HSI) and an Asian American and Native American Pacific Islander-Serving Institution (AANAPISI), and it has one of the top 5 most ethnically diverse undergraduate student bodies in the United States (U.S. News & World Report, 2023). Its approximately 270,000 alumni, including some who occupy leadership positions at many of the 24 Fortune 500 companies headquartered in North Texas, contribute to UTA's \$22.2 billion annual economic impact on Texas.

Furthermore, UTA is poised to experience widespread growth in the near future. The university recently launched the first phase of its RISE 100 initiative aimed at recruiting 100 new tenure-system faculty to amplify research standing and position UTA as a leader in key scholarly areas; more details are available at <https://www.uta.edu/administration/president/strategic-plan/rise100>. The successful candidate for this position will have the opportunity to join UTA during an exciting period of growth and contribute as the university broadens its impact.

## **Job Summary**

The primary function is to receive calls for service and interview callers of non-emergency and emergency requests to determine location, nature, and pertinent information to be entered into the CAD system clearly and accurately. Enters, maintains, updates, and research information using the TLETS/NLETS computer system. Verifies accuracy and completeness of TCIC/NCIC information prior to providing to requestor. Communicates via telephone, radio, in person, email, and call notes in a courteous and professional manner, utilizing proper spelling, grammar and punctuation.

## **Essential Duties and Responsibilities**

- Answers and processes emergency and non-emergency telephone calls for police, fire, and ambulance services as well as planned or special events and services.
- Accurately enters information received from the caller, into a Computer Aided Dispatch (CAD) system and dispatches appropriate resources.
- Assists with the monitoring and/or utilizing of a camera system to monitor incidents on-campus or attempt to locate evidence.
- Initiates and composes emergency and non-emergency correspondence via email, call notes, and notifications to the campus community.
- Accesses and correctly reads information from a TLET/NCIC and relays accurate and complete information to officers.
- Monitor fire and burglar alarms and dispatch appropriate resources.
- Monitors bait bike information and dispatches officers on activations.

## **Minimum Qualifications**

- High School diploma or equivalent with one (1) year of experience in customer service or the equivalent experience.
- Basic Texas commission on law enforcement (TCOLE) telecommunications operator license or is qualified to acquire a basic license.
- Successfully attends and passes all mandatory and elected training.

## **Preferred Qualifications**

- Associate degree or thirty (30) credit hours in the criminal justice or related field with one (1) year of experience in a public safety or emergency public safety communication field.

## **Knowledge, Skills and Abilities**

- Ability to read, comprehend, and adhere to various SOP's, policies, procedures, and verbal direction.
- Ability to maintain confidentiality with all of sensitive information.
- Accurately operates various computer programs efficiently.
- Ability to effectively operate a TDD (Telephone Device for the Deaf), in-place telephone system, copiers, fax machine, scanner, and other office equipment.
- Serves as a Campus Security Authority as defined by the Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act).
- Ability to work shift work which includes working nights, holidays, and subject to emergency recall during man-made or natural disasters and unusual occurrences on campus.
- Ability to maintain telephone and email communication abilities in case of

- emergencies or necessary transfer of information.
- Proficient with all equipment utilized in the performance of assigned duties.
- Ability to complete all physical tasks as needed.

**Other Requirements**

**Working Conditions**

**Special Conditions for Eligibility** Must successfully complete a public safety telecommunication (PST) test; which the recommended testing is Critical. Must receive the minimum score on the Critical test in the following categories: Overall Test Score of 70; Overall Data Entry Score of 3200; and a keyboarding minimum score of 25 with a preferred score of 35. This testing will be administered by the police department.

**CBC Requirement** It is the policy of The University of Texas at Arlington to conduct a criminal background check on any applicant who is under final consideration for employment with the University.

**EEO Statement** It is the policy of The University of Texas at Arlington (UTA or The University) to provide an educational and working environment that provides equal opportunity to all members of the University community. In accordance with federal and state law, the University prohibits unlawful discrimination, including harassment, on the basis of race, color, national origin, religion, age, sex, sexual orientation, pregnancy, disability, genetic information, and/or veteran status. The University also prohibits discrimination on the basis of gender identity, and gender expression. Retaliation against persons who oppose a discriminatory practice, file a charge of discrimination, or testify for, assist in, or participate in an investigative proceeding relating to discrimination is prohibited. Constitutionally-protected expression will not be considered discrimination or harassment under this policy. It is the responsibility of all departments, employees, and students to ensure the University's compliance with this policy.

**ADA Accommodations** The University of Texas at Arlington is committed to providing reasonable accommodation to individuals with disabilities. If you require reasonable accommodation in completing this application, interviewing or otherwise participating in the employee selection process, please direct your inquiries to 817-272-5554 or email [ADADocs@uta.edu](mailto:ADADocs@uta.edu).

**Posting Detail Information**

**Number of Vacancies** 1

**Open Until Filled**

**Minimum Number of References Required** 3

**Maximum Number of References Accepted** 3

**Special Instructions to Applicants** Applicants must include in their online resume the following information: 1) Employment history: name of company, period employed (from month/year to month/year), job title, summary of job duties and 2) Education: school name, degree type, and major.

**Requirement Questions**

Required fields are indicated with an asterisk (\*).

1. \* What is the highest level of education attained?
  - GED
  - High School Diploma

- Associate's Degree
  - Bachelor's Degree
  - Master's Degree
  - PhD or equivalent
2. \* Are you a U.S citizen or permanent resident?
- Yes
  - No
3. \* Are you prohibited by state or federal law from operating a motor vehicle?
- Yes
  - No
4. \* Mark the response that best describes your current status.
- I am 21 years of age or older.
  - I am 18 years, younger than 21, and possess an associate degree or 60 semester hours of credit from an accredited college or university.
  - I am 18 years, younger than 21, and received an honorable discharge from the armed forces of the United States after at least two years of active service.
  - I am under the age of 18.
5. \* Have you ever been on court-ordered community supervision or probation for any criminal offense above the grade of Class B misdemeanor or a Class B misdemeanor within the last ten years from the date of the court order?
- Yes
  - No
6. \* Have you ever been convicted of an offense above the grade of a Class B misdemeanor or a Class B misdemeanor within the last ten years?
- Yes
  - No
7. \* Have you been convicted or placed on community supervision in any court of an offense involving family violence as defined under Chapter 71, Texas Family Code?
- Yes
  - No
8. \* Do you possess a valid Texas Class C operator driver's license or any other states equivalent to driving a personal vehicle?
- Yes
  - No

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## Documents Needed To Apply

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### Required Documents

1. Resume or CV
2. Cover/Interest Letter

### Optional Documents

None