



SURVEILLANCE ANALYST/DISPATCHER



SURVEILLANCE ANALYST/DISPATCHER

Port Corpus Christi (PCCA) is currently seeking an attentive, detail-oriented team member to join our law enforcement team at the PCCA Police Department. Port PD is committed to servicing and protecting PCCA tenants, customers, employees, visitors, and PCCA property.

Under supervision of the Surveillance Analyst/Dispatcher Supervisor, the PCCA Surveillance Analyst/Dispatcher serves as a communication link with law enforcement agencies and observes and operates various security systems software, including intelligent video analytics.

THE SURVEILLANCE ANALYST/DISPATCHER:

- Observes and operates interactive video surveillance camera monitoring systems and computers to detect intrusions, unusual or unauthorized activity within the boundaries of the PCC and takes necessary action in response to observed activity. Develops and maintains acceptable level of proficiency with security system detection and access control software
- Operates two-way radios to dispatch calls to patrol units and security forces. Transmits, receives and communicates information to police and security forces, as appropriate, and to other agencies as required
- Utilizes computer-aided dispatch (CAD) to record and assign calls for service/events; utilizes the records management system (RMS) to access, analyze, and enter information when necessary; monitors radio activity and calls; verifies and inputs TCIC/NCIC, CAD/RMS data as requested
- Communicates between security force(s) and Harbormaster to report vessel movements, dock damage and other information vital to PCC commerce
- Maintains proficiency with, and utilizes the Automatic Vehicle Locator (AVL) security system to better determine status/availability of police resources and maintains proficiency with Gulf Coast Law Enforcement Information Exchange Database (Linx), and utilizes resources to develop information and data related to PCC security operations/investigations
- Communicates and demonstrates professionalism with the public, PCC Police, Security staff, PCC employees, and the various public safety units (Coast Guard, Sheriff, Police, Fire & Emergency Medical Services, Texas Department of Public Safety) as well as various federal law enforcement and other regulatory agencies
- Receives, assesses and appropriately acts on calls from the public requesting service/assistance; maintains acceptable level of competence, professionalism and ethical standards on and off duty as addressed in the Police & Security dept. rules manual and PCC Employee Handbook
- Conducts file inquiries into the National Crime Information Computer (NCIC) and Texas Crime Information Computer (TCIC) or regional database to check driving records, vehicle registrations, stolen property listings, warrants, criminal history reports and/or missing persons
- Encourages and fosters a helpful, safe environment where teamwork prevails; provides assistance to Sr. Mgmt. and office staff where appropriate; may perform receptionist/administrative duties when directed
- Drives a vehicle to complete assigned tasks; works hours needed to fulfill position objectives (standard 12 hour rotating shifts, 4 days on/4 days off, or a variation, including weekends, nights and Holidays)
- Functions in pre-and post disaster preparedness as a Tier 1 employee.



CANDIDATE PROFILE

The preferred candidate for this position should be a disciplined, perceptive individual, expected to possess exceptional work ethic and integrity, and ability to communicate effectively with the public, PCCA stakeholders, and staff. He/she must be available to work varying schedules of 12-hour rotating shifts (4 days on and 4 days off, including nights, weekends and holidays, or a variation of) and on-call duty. The successful candidate for this position must be willing to undergo a background in investigation, a credit report inquiry, and post-offer physical and psychological evaluation, as well as post-offer and random drug testing. He/she must possess:

ESSENTIAL SKILLS

EDUCATION AND CREDENTIALS

- High school diploma or GED
- Texas Commission on Law Enforcement (TCOLE) Telecommunications Certifications and TCIC/NCIC Full Access Certification or attainment of certification within one year of employment
- Good driving record with valid driver's license
- Eligible to obtain a Transportation Worker Identification Card (TWIC) in accordance with 33 CFR 101.514 (TWIC Requirement) for access to restricted areas utilizing TWIC credentials; disqualifying background criteria for TWIC provided in 49 CFR 1572
- Proficiency of the English language; effective clear verbal and written communication skills; oral and written proficiency in the Spanish language preferred
- Must possess self-control, tact, good judgment, emotional and mental stability; must be reliable, trustworthy, dependable and maintain a good attendance and on-time record
- Customer service oriented; strong organizational and multi-tasking skills

EXPERIENCE & JOB KNOWLEDGE

- Prior experience in duties outlined preferred or acceptable equivalent experience
- Familiar with the inner workings of relevant agencies preferred

ESSENTIAL TECHNICAL AND METAL SKILLS

- Proficiency with personal computer and office equipment, previous experience with CAD and RMS preferred
- Ability to fit well within an energetic and dedicated team and be responsive/responsible to supervision

ESSENTIAL PHYSICAL JOB FUNCTIONS

- Ability to perform essential job functions, including but not limited to, regularly sitting, standing, speaking, hearing, reading, using hand to finger movements; frequently walking, reaching and stopping; occasionally kneeling and lifting and/or moving up to 30 pounds, with or without reasonable accommodation
- Communicating verbally, in writing, and over devices such as the phone, radios, and portable radios
- Work in general office environment and operate light-weight highway vehicles as needed
- Ability to pass a physical exam, including drug screen and no greater than a mild hearing loss, not to exceed 40 dBHL at frequencies 500-4000 Hz in either ear and 20/40 vision with corrective lenses



COMPENSATION & BENEFITS:

Our employees enjoy a fabulous benefits package including:

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|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Competitive salary paid bi-weekly | Tuition reimbursement |
| Texas County & District Retirement System (TCDRS) retirement system | Passes to local venues, such as the Texas State Aquarium and the USS Lexington Museum |
| 457 deferred compensation plans | Paid leave (vacation/sick/bereavement) |
| Flexible Spending Account | Eleven paid holidays |
| Low-cost, high quality benefit package including health, dental & vision plan | Volunteer Time Off, Wellness Program & Health Club benefit |

APPLICATION PROCESS

The Interested and qualified candidates may apply online at www.portofcc.com or by contacting Workforce Solutions of the Coastal Bend at (361) 882-7491. Applications and resumes must be submitted to the PCCA Human Resources Department on or before April 11 2019, 4pm CST.

PCCA leadership will review submittals and the most qualified candidates will be invited for a meeting to further discuss the position. The successful candidate will undergo a background investigation and must be ELIGIBLE TO OBTAIN a Transportation Worker Identification Card (TWIC) in accordance with 33CFR101.514.



ABOUT PORT CORPUS CHRISTI

MISSION

Leverage
commerce to
drive prosperity

VISION

To be the energy
Port of the
Americas

>100 million revenue tons in 2017 (4th in nation)

>85,000 Port related jobs with 200 + Employees

>\$335 Million State and Local Tax Revenue

Over 25,000 acres under management

Public Corporation and Texas Political Subdivision

10-Year \$1 Billion Capital Investment Project

Significant Diversification of Cargo & Customers

Operating Revenues of Nearly \$100 Million

Total Assets in Excess of \$700 Million

Capital Expenditures in Port Infrastructure exceed \$100 Million annually

Environmental Investments > \$25 Million

PCCA facilitates goods movement all over the world; from petrochemical to agriculture; from wind components to hot briquette iron.

PCCA is a recognized leader in environmental initiatives and stewardship

PCCA's Engineering Services Department is responsible for execution on over \$700 million in capital projects over the next decade.

PCCA is protected by a state-of-the-art security department, with a fully sworn police force

PCCA operations are guided by an Environmental Management System, ISO 14001, providing environmental awareness and protection of assets.

PCCA is governed by a seven-member board with appointees from the City of Corpus Christi, Nueces County and San Patricio County.



Corpus Christi is a coastal city in South Texas with a temperate climate and friendly people. The region features miles of shoreline and abundant outdoor recreational opportunities, numerous festivals, entertainment venues and culinary options. A strong local workforce is bolstered by exceptional higher education opportunities at Texas A&M University Corpus Christi and through the Del Mar College System. With a metropolitan area of nearly half a million people, the city is packed with modern amenities and traditional comfort.