



Job Title: Police, Communications Operator Supervisor

JTC: L20

Salary Range: D02 \$45,938 – \$59,719.40

FLSA: Non-Exempt

Since 1965, we have served more than three (3) million students. Dallas College, formerly known as the Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven campuses located around the Dallas/Fort Worth area. We strive to be a leader in the Community College space, placing students at the center of everything we do.

POSITION SUMMARY

Oversees the management and operations of the telecommunications function of the Dallas College police department. Assigns, reviews, and participates in the work of staff responsible for processing emergency, non-emergency, and administrative calls to the dispatch.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

Ability to think and act promptly in emergency, complex or difficult situations; define problems, collect data, establish facts, and draw valid conclusions; takes or suggests appropriate course of action. Able to effectively interpret laws and regulations, making decisions, maintaining composure, and working effectively under stressful conditions. Ability to deal with irrational situations where the outcome is unpredictable. Ability to cope with situations firmly, courteously, tactfully and with respect for others.

Applies knowledge related to policies and procedures in determining course of action and stays up to date on best practices, incorporating knowledge into all work assignments and procedures.

Ability to coordinate and direct numerous activities simultaneously without confusion; provides rapid response to Dallas College law enforcement or other emergency agencies, i.e., police, fire, ambulance.

Ability to establish and maintain effective working relationships with a diverse, multicultural Dallas College network community, internal and external to the district, including but not limited to students, staff, faculty, and other law enforcement agencies.

Able to multitask and adapt to changing work environments, work priorities and organizational needs. Possesses strong problem-solving, analytical, time management and communication skills.

Able to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Effectively able to transmit instruction and information through clear, concise verbal communication.

Able to maintain and protect the privacy and confidentiality of information and material. Strong knowledge and experience in providing effective customer service.

PHYSICAL REQUIREMENTS

Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, computers, calculator, copier, and fax machine. May be required to lift or move materials and equipment weighing up to 50 pounds. Some crawling, reaching, handling, sitting, standing, pushing, bending, crawling, and pulling.



Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Graduation from high school or equivalent, plus forty (40) hours of training in operation of Texas Law Enforcement Telecommunications System (TLETS), completion of Basic Telecommunicator course #1013 and two (2) years of supervisory or team lead experience. Intermediate Telecommunicators license. Additional TLETS training may be required as the job progresses. Official licenses/certifications required. Position may require working day shift, evening shift, graveyard shift and extended work hours to include weekends and holidays. ****Will be subject to a criminal background. Some positions may be subject to a fingerprint check. ****

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for supervision of police communications operators. Schedules daily assignments and briefs shifts on campus/site activities. Coordinates and conducts training; coaches, develops, and evaluates assigned personnel.

Ensures dispatch center adheres to local, state, and federal regulation and other rules and requirements. Acts as TLETS manager and assures all employees meet all federal and state mandated requirements. Performs the duties of a police communications operator, as necessary.

Provides onsite technical support by preparing log sheets of all incoming and outgoing calls and radio traffic, Dallas College police reports and case numbers. Performs a variety of routine clerical duties in maintaining official records of a dispatch center, i.e., enter, update, and retrieve information from computerized data system; maintain recorded details of telephone calls/radio dispatches, and messages.

Responsible for maintaining records and archives for Texas Law Enforcement Telecommunications System/National Law Enforcement Telecommunications System (TLETS/NLETS) purposes.

Responsible for overseeing the daily maintenance of all routine and emergency "traffic" routed through the centralized police communications center; maintains the daily police dispatch duty roster. Responsible for relaying daily emergency-related information such as street closings, power outages, campus closing, etc.

Receives incoming telephone calls regarding crimes, disturbances, fires, medical or police emergencies/non-emergency situations within the district and general public and dispatches police officers for intervention and/or assistance. Relay information and messages to and from emergency sites to officers and emergency response personnel or other law enforcement agencies. May maintain contact with caller until responders arrive. Obtains and relays information from TLETS for person and vehicle information, i.e., stolen vehicles, vehicle registrations, and request for traffic and criminal warrant checks on individuals.



Receives and processes requests from on-duty police officers for traffic violation checks, warrant checks, vehicle registrations and driver’s license checks, Federal and State “wanted persons”, missing children checks, missing persons, and stolen properties, via an on-line connection with the FBI National Crime Information Center and Texas Department of Public Safety (DPS).

Effectively uses interpersonal, communication and diplomacy skills when interacting with individuals of different social, economic, and ethnic backgrounds.

Performs other duties as assigned.

Supervisory Responsibilities: 10+ full-time or full-time equivalent employees

Budget Responsibilities: None

Salary Guide:

<p>The salary structure provides guidelines to set and manage compensation. All employees can expect to be paid at a salary rate that falls within the salary range for their position. This tool may be used as a guideline for determining the range of a starting salary. Other criteria may be considered when determining salary beyond the minimum, such as additional education and/or total years of relevant experience, skills and competencies and supervision requirements.</p>	
RANGE	
Minimum	1st Quartile
COLLEGE POLICE, COMMUNICATION OPERATOR SUPERVISOR	
<p>Meets minimum qualifications.</p> <ul style="list-style-type: none"> • Graduation from high school or equivalent. • Forty (40) hours of training in operation of Texas Law Enforcement Telecommunications System (TLETS). • Completion of Basic Telecommunicator Course #1013. • Intermediate Telecommunicators License • Two (2) years of supervisory or team lead experience. 	<p>Related experience above minimum requirements:</p> <ul style="list-style-type: none"> • Earned degree from an accredited college/university, or • Advanced Telecommunicators License. • Three or more years of related experience.



The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.

Dallas College is part of an equal opportunity system that provides education and employment opportunities without discrimination on the basis of race, color, religion, national origin, sex, disability, age, sexual orientation, gender identity or gender expression. The Dallas College complies with the Americans with Disabilities and Veterans Act.