

## Police Communications Specialist

### Primary Location:

2800 E. Spring Creek Parkway, Plano, Texas, 75074

We are searching for candidates that meet the required qualifications and experience and are able to perform the essential duties and responsibilities.

### Job Summary:

Provide a range of accurate and prompt dispatch related services to districtwide faculty, staff and employees with respect to the department objective of community-oriented policing. Serve as first point of contact for emergency and non-emergency police communications and operate and monitor numerous communication systems, operation security and surveillance systems and databases.

Responsible for the video management system for the entire college district. Avigilon Control Center is a video management solution designed for video surveillance. It enables users to assess the operational servers remotely, identify people of interest based on the secure watch list, verify the identity of the person attempting to access a door connected to a camera, detect and flag events that may require attention, set discrete rules for specific events that occur, and distinguish between typical and atypical events by continuously learning from observation of scenes over time.

This position is considered critical to the operation and security of the district in all conditions and, therefore, is expected to report for duty as usual during emergency weather closures and be flexible to work varied hours and schedules including nights, weekends, holidays, and during emergencies.

### Required Qualifications:

#### Essential Duties and Responsibilities

- Maintain police office visibility, accessibility and readiness in dispatch services and the Avigilon Control Center for crisis or emergency. Answer all incoming emergency

and non-emergency phone calls, document each call with provided forms and forward to supervisor. Obtain imperative specifics from individuals who may be in a high state of stress and promptly determine and contact appropriate support if situational factors suggest aid beyond, or in addition to, campus police.

- Maintain accurate documentation of patrol activities and provide officers with information needed or requested. Document and provide officers with student or staff protective orders, case numbers, and required student records. Provide state and local information and forms, such as delayed accident report forms or precinct court dates for state tickets issued.
- Interact with employees, students, and the public to provide information and assistance.
- Maintain consistent access to radio contact with all campus police officers on patrol, providing and relaying information accurately and quickly, with respect to safety, crime prevention, emergencies and officer safety.
- Monitor and respond to fire alarm system and document daily test signals. Provide reports of alarm incidents and actions taken by police, fire or alarm company personnel. Conduct and provide reports of security equipment testing, including campus emergency phones, panic signal devices and elevator devices. Generate maintenance requests for inoperable or damaged property. Complete initial and subsequent training and support the protection and maintenance of sensitive communications equipment.
- Work a two-way radio, while entering the information in the Computer Aided Dispatch, as well as monitoring alarms, taking phone calls, and monitoring the window in dispatch. There are certain instances that the telecommunicator will have to monitor the Avigilon video management system while conducting dispatching duties.
- Maintain personal records of password and accessibility to police office databases and understand laws and regulations regarding privacy.
- Perform general customer service and office duties which include greeting and assisting visitors, answering telephones, administrative tasks, assisting the Sergeants and Officers with reports, monitoring dispatch office email, typing, data entry, faxing, copying, and filing documents and performing other duties as assigned.

- High stress, multi-tasking sometimes under emergency conditions, responding to multiple requests for service and information utilizing multiple communications devices.
- This position has access to and handles sensitive and legally protected information. Requires an extensive, state mandated for licensing, background investigation; psychological assessment; medical examination; and drug screen.

#### Supplemental Functions

- Perform other duties as assigned.
- Perform all duties and maintain all standards in accordance with college policies, procedures and Core Values

#### Knowledge, Skills and Abilities

- Knowledge of the various jurisdictions of other police agencies surrounding all college locations, as well as the geography of each campus and its structures
- Knowledge and understanding of the fundamentals of officer safety and risk factors associated with patrol
- Knowledge and understanding of campus police regulations regarding master key accessibility and entry services to rooms and buildings
- Knowledge of laws and regulations regarding privacy of information
- Knowledge of Avigilon video management system is a plus
- Type a minimum of 30 wpm
- Basic word processing skills
- Excellent organizational and time management skills
- Excellent front office and telephone skills
- Self-motivated with excellent communication and public relation skills
- Experience with Microsoft Office-Word, Excel, and Internet research
- Collaboration skills
- Strong interpersonal skills

- Clear and concise verbal communication skills
- Ability to handle high emotional and psychological stress involving support to multiple service points simultaneously that require prioritization of service calls some
- of which may involve life threatening circumstances for police officers and community members
- Ability to maintain confidentiality of legally protected information
- Ability to work with people from diverse backgrounds in a team environment
- Ability to communicate clearly and distinctly in English
- Ability to work in a fast-paced environment and manage multiple priorities with little supervision
- Ability to operate a multi-line telephone system
- Ability to operate a two-way radio system
- Strong multi-tasking abilities
- Ability to enter data into the police records management/computer aided dispatch system
- Ability to work under pressure
- Ability to work days, evenings, nights, week-ends and holidays, as needed
- Ability to monitor security surveillance cameras
- Ability to work unsupervised in an office
- Ability to work extended hours as necessitated by emergencies or staffing contingencies

#### Physical Demands, Working Conditions and Physical Effort

Sedentary Work - Exerting up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met. Positions in this class typically require talking, hearing, seeing, grasping, standing, walking and repetitive motions. Relatively free from unpleasant

environmental conditions or hazards. Office environment. Little physical effort required.

#### Requirements

High school diploma or GED and one (1) year of related customer service experience.

#### Preferred

Previous experience in higher education. Bilingual /multi-lingual.

#### *Licenses and Certifications*

Complete American Heart Association training course: Basic Lifesaving Skills for Healthcare Providers within (1) year of hire.

Must complete TCIC/NCIC required certification within (1) year of hire.

TCOLE Basic Telecommunicator Certificate preferred.

**\*\*This position is Security Sensitive, therefore, candidates will be subject to a criminal background check.\*\***

*The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job as duties and responsibilities may change with business needs. Collin College reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Reasonable accommodations may be made by Collin College in its discretion to enable individuals with disabilities to perform the essential functions.*

#### Required & Preferred Qualifications (if applicable):

*The intent of this job description is to provide a representative summary of the types of duties and responsibilities that will be required of the positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. Fair Labor Standards Act (exempt/non-exempt) is*

*designated by position. The employer actively supports Americans with Disabilities Act and will consider reasonable accommodations.*

**\*\*\*This is a Security Sensitive position. Therefore, candidates will be subject to a criminal background check.\*\*\***

Apply here: [https://collin.wd1.myworkdayjobs.com/ExternalStaffCareerSite/job/Plano-Campus/Police-Communications-Specialist\\_R-6275](https://collin.wd1.myworkdayjobs.com/ExternalStaffCareerSite/job/Plano-Campus/Police-Communications-Specialist_R-6275)

Compensation Type:

Salary

Employment Type:

Full time

Hiring Minimum

\$47,300.00

Hiring Maximum

\$56,760.00

*Collin College is an Equal Opportunity Employer and does not discriminate on the basis of any characteristic protected by applicable law.*