Definition of Class
This is a non-supervisory position in which incumbents operate the communications center for the University Police Department. Incumbents employ multiple transmitting and receiving devices, communicating with both internal and external sources, and directing operational message traffic within the Department. Incumbents are supervised by shift officers holding the rank of Police Lieutenant.

Examples of Work Performed
Receives incoming calls and messages; directs communication internally as required, to include dispatching officers in a response mode; monitors situational developments; maintains radio message log; provides information and guidance to callers while demonstrating a courteous and helpful demeanor.

Utilizes two-way radios, employing police radio codes; computers; telephone system; fax machine; and the Telecommunications Device for the Deaf (TDD).

Monitors fire and burglar alarms and closed circuit video cameras; interacts with a variety of systems including Computer Aided Dispatch (CAD), Systems Applications and Products (SAP), and the National Crime Information Center (NCIC).

Responds rapidly to emergency calls, employing effective decision-making and prioritization skills. Understands and complies with departmental operating procedures, and procedures applicable to the University’s Physical Plant Department, Oxford Fire Department, and other law enforcement agencies. Develops and utilizes detailed knowledge of campus streets, buildings and facilities.

Trains University Police Department members in effective public safety communication.

Maintains awareness of officers’ status, particularly when responding to situations. Understands patrol techniques and monitors situational developments. Maintains full awareness when handling simultaneous actions.

Pays attention to detail. Communicates clearly, especially in situations involving excited callers, international students with strong dialects, and police officers under stress. Provides appropriate response.

Recognizes when situations escalate; coordinates appropriate response in conjunction with the Shift Lieutenant.

Maintains composure when receiving verbal abuse or when involved in conflict resolution, whether in person or telephonic; provides advice to callers; attempts to resolve complaints if possible, or refers issues to appropriate authority.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department

1. Serves as the communications focal point for the University Police Department.

2. Processes critical information rapidly, accurately, and utilizing a variety of communication modes.
3. Places priority on the safety, survival and well-being of both police officers and the citizens served by the Department.

4. Continually employs excellent public relations techniques while serving as the day-to-day spokesperson and “voice” of the University Police Department.

**Minimum Qualifications.**
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi’s Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate’s ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Physical Exertion:** The incumbent may be required to lift up to approximately 25 pounds.

**Vision:** Requirements of this job include close vision.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening.

**Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to sit; talk and hear; and use hands to finger, handle or feel objects, tools or controls. The incumbent is periodically required to reach with hands and arms. The incumbent is occasionally required to walk; and stoop, kneel, crouch or bend.

**Experience/Educational Requirements:**

**Education:**
Graduation from a standard four-year high school or equivalent (GED).

**AND**

**Certification:**
Completion of the Basic Communication course required by the Mississippi State Minimum Standards Board, and achieve National Crime Information Center computer certification within one year of employment.

**Licensure:**
Must have a valid driver’s license upon employment and a State of Mississippi driver’s license within (30) days of employment.

**Background Check Requirements**
This position requires a background check upon hire.

**Interview Requirements**
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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*The University of Mississippi is an EOE/AA/Minorities/Females/Vet/Disability/Title VI/Title IX /504/ADA/ADEA employer. The University complies with all applicable laws regarding equal opportunity and affirmative action and does not unlawfully discriminate against any employee or applicant for employment based upon race, color, gender, sex, sexual orientation, gender identity or expression, religion, national origin, age, disability, veteran status, or genetic information. The University of Mississippi is an “at will” employer. This job description does not constitute an employment contract or negate “at will” employment.*