



Job Title: Communications Specialist

Department: Police
Reports To: Communications Supervisor
Grade: TS-05
Number of Days: 12 Months
Security Access: ESC
Current Date: July 1, 2014
Overtime Status: Non-Exempt

Job Objective: Performs a wide variety of critical and essential communication services, to include receiving emergency and non-emergency calls for assistance, and determining the appropriate action in response to those calls.

Minimum Qualifications:

- High school graduate or General Educational Development (GED) certificate

Responsibilities and Essential Functions: The following duties are representative of performance expectations.

- Duties and Responsibilities (General):
 - Communicate clearly, concisely and effectively, both orally and in writing.
 - Maintain a level of professionalism and courteous behavior while dealing with the public and employees of the district.
 - PBX operation, answering calls and directing callers to the appropriate service provider.
 - Emergency Radio Communications and performing log entry or CAD operations as needed. This would include dispatching calls for service.
 - Monitoring of 911 Emergency Calls and follow up on event.
 - Monitoring of intrusion, fire, panic, low pressure, freezer and high temperature alarms and making proper notification as necessary. Data entry with regards to opening, closing and evaluation of district building egress/ingress is required in this process which impacts false alarms.
 - Monitoring of surveillance cameras using the appropriate programs.
 - Monitoring of weather as it impacts schools including the Thorguard lightning prediction system.
 - Performing as a liaison between emergency communications with the City of Tulsa, Tulsa Public Schools Campus Officers and TPS alarm personnel in the field.
 - Maintain an active log of events for all alarm and security issues, unique or unordinary events, arrests, police calls and any issue or event that is not routine in nature.
- Duties and Responsibilities (Shift specific):
 - First Shift (Day shift hours)
 - In addition to the general duties and responsibilities above, day shift personnel will be assigned additional duties which include, but are not limited to:
 - Work order processing.
 - Monthly reporting of false alarms and alarm problems.
 - Release of electronic devices to parents/guardians.
 - Regular review of log data to determine discrepancies and to troubleshoot alarm problems.

- Second Shift (Evening shift):
- In addition to the general duties and responsibilities above, 2nd shift personnel will be assigned additional duties which include, but are not limited to:
 - Mail out of Property Recovery letters to property owners/parents or guardians.
 - Receive and log in all electronic devices confiscated throughout the district.
 - Monitor radio traffic during special events and assist police officers as necessary.
 - Work order processing for map updates.
- Third Shift (Overnight)
- In addition to the general duties and responsibilities above, 3rd shift personnel will be assigned additional duties which include, but are not limited to:
 - Data entry for map and updates from security technicians direct into the data base system. (If applicable)
 - Maintenance of an arrest log for persons arrested by police after normal business hours.

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

Skills in:

- Communicating clearly, concisely and effectively, both orally and in writing.
- The operation of a multi-channel radio with multiple frequencies, distinguishing and recognizing a variety of radio voice transmissions and ten codes.
- The use of computer/keyboard devices to retrieve and or enter information
- Effective decision making/ problem solving based on a limited amount of information in crisis or emergency situations.
- The use of Windows-based programs (Word, Excel) and data entry or word processing experience.
- The use of modern office equipment (e.g. various keyboards/ multi-line telephone systems, photo copiers, radio devices, FAX machines, shredders. etc.).

Ability to:

- Establish, develop and maintain courteous and effective working relationships.
- Accept, and apply constructive criticism and critiques.
- Maintain emotional control and work effectively during emergencies, crisis situation or extremely stressful conditions.
- Operate computer-aided dispatch (CAD) equipment.
- Ability to multi-task, gather and disseminate information clearly, accurately and rapidly in urgent situations.
- Ability to calm irate and hysterical persons.
- Ability to work with outside law enforcement agencies in a professional manner to represent our department.
- Read, understand and interpret moderately difficult written information (e.g. policies, procedures, rules, regulations, etc.).
- Understand verbal and written instruction in the use of specialized equipment.
- Accurately understand various transmissions, (e.g. telephone, radio, etc.) and transcribe information (e.g. numbers, letters, names and facts) from one source to another in a timely manner.

Supervisory Responsibility:

- None.

Working Conditions:

- 24 hour/7day emergency dispatch center.
- Required to lift up to 25lbs.
- Work is often performed in a confined area with limited mobility.
- May be required to sit or stand for extended periods of times with limited or no breaks.
- Required to carry a handheld communication device when stepping away from console.
- May be required to work alone with little or no direct supervision.
- Stressful and fast paced work environment.

Tulsa Public Schools is an equal opportunity employer and does not discriminate against persons because of age, race, color, creed, religion, disability, gender, ethnic or national origin, or veteran status. Tulsa Public Schools prohibits discrimination against individuals with disabilities and will reasonably accommodate applicants with a disability, upon request, and will also ensure reasonable accommodation for employees with disabilities.