



Job Title: Lead Communications Specialist

Department: Campus Police and Security Services Department
Reports To: Police Chief
Grade: CA-14
Number of Days: 12 Months
Security Access: Education Service Center
Current Date: May 2, 2017
Overtime Status: Non-Exempt

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day:

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive, because when we create, innovate and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task or concept and experiencing breakthrough moments

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. Provide hands on guidance and leadership to the communications staff in performing their duties.

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):
 - Provide day to day oversight of communication center operations
 - Maintain, communicate and publish daily schedules using established time reporting and notification systems
 - Assign administrative tasks to communication center staff in support of day to day operations
 - Escalate and communicate emergencies and other priority events requiring leadership awareness and engagement
 - Provide input to communication center staff performance evaluations as request by department leadership
 - 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
 - Monitor 911 emergency calls and follow up on event
 - Monitor intrusion, fire, panic, low pressure, freezer and high temperature alarms and making proper notification as necessary; data entry with regard to opening, closing and evaluation of district building egress/ingress is required in this process which impacts false alarms
 - Monitor surveillance cameras using the appropriate programs
 - Monitor weather as it impacts schools including the Thorguard lightning prediction system
 - Perform as a liaison between emergency communications with the city of Tulsa, Tulsa Public Schools campus officers and TPS alarm personnel in the field
 - Provide communication specialist training as required
 - Perform other tasks, duties, or services consistent with this position as assigned.
- 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
 - Maintain Oklahoma OLETS training and certification program
 - Provide statistical data for monthly reporting using the RMS system
 - Second shift (evening shift):
 - In addition to the general duties and responsibilities above, second shift personnel will be assigned additional duties which include, but are not limited to:
 - Mail out property recovery letters to property owners/parents or guardians
 - Monitor radio traffic during special events and assist police officers as necessary
 - Second shift will be responsible for the tracking and assignment of ban letters delivery

- Third shift (overnight)
- In addition to the general duties and responsibilities above, third shift personnel will be assigned additional duties which include, but are not limited to:
 - Data entry for the RMS
 - CAD entry and USE
 - Dispatch campus police personnel
- Perform other tasks, duties, or services consistent with this position as assigned

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.)
- Work other duties as assigned by the chief of police

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:

- Serve as the lead for day to day operations
- Appraisal input of communication specialists

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
- May be subject to on call status as directed by the chief of campus police

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talent, skills and energy. 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.