

## **THE UNIVERSITY OF WYOMING JOB DESCRIPTION**

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

**Title:** SUPERVISOR, EMERGENCY COMMUNICATIONS

**Reports To:** Designated Supervisor

**UW Job Code:** 7256

**UW Job Family:** 71 - Service/Maintenance/Security Supervision

**SOC Code:** 43-5031

**FLSA:** Non-exempt

**Pay Grade:** 20

**Date:** 12-1-97 (revised 2-12-02; 7-1-02; 4-7-03; 7-1-04; 7-1-08; 10-1-19)

### **JOB PURPOSE:**

Supervise, train and schedule Police Dispatchers to provide 24-hour telephone and police radio dispatching services; provide information to students, staff, faculty and the public; comply with University, state, and federal regulations. Manage all department criminal records functions.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Supervise and train Police Dispatchers and student employees including interviewing, recommending hiring, evaluating and scheduling.
- Develop and maintain policy and procedure manual; provide training to staff on equipment usage.
- Maintain department National Crime Information Center records as Terminal Agency Coordinator.
- Maintain confidential case files including criminal history information, arrest data, and dispositions by following state and federal regulations.
- Manage all department criminal records functions including auditing, printing, catalog of necessary evidence; filing, and dissemination.
- Generate routine reports for the Uniform Crime Reporting system and statistical reports for the Police Department.
- Perform criminal history record checks for Federal Bureau of Investigation, Department of Defense, and other law enforcement agencies.
- Maintain all department IT equipment and software; ensure all computer systems are up to date and function properly; install and administer department-specific programs and software.
- Manage campus/department lost and found.

### **SUPPLEMENTAL FUNCTIONS:**

- Perform functions of Police Dispatchers when needed.

- Provide directory assistance to the public via the campus information line.
- Maintain current and accurate arrest warrants for faculty, staff, and students.
- Act as liaison to vendors for inspection, maintenance and inventory of radio and alarm equipment.
- Manage department website and social media accounts.

### **COMPETENCIES:**

- Strategic Planning
- Integrity
- Developing Organizational Talent
- Quality Orientation
- Technical/Professional Knowledge
- Adaptability

### **MINIMUM QUALIFICATIONS:**

Education: **High School Diploma or GED**

Experience: **4 years police clerical/dispatching experience**

Required licensure, certification, registration or other requirements:

- **Must be certified through the State of Wyoming every two years**
- **NCIC Certifications**

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Campus Police Department and University policies and procedures.
- Campus building locations and general street layouts.
- Telephone consoles and related equipment.
- Fire and burglar alarm systems reporting.
- Radio dispatch regulations, procedures, protocols and/or equipment.
- Supervisory techniques and methods.
- Interviewing, hiring, and employee evaluation processes and procedures.
- Statistical report compilation and reporting processes.
- Case file maintenance and subsequent guidelines.
- Criminal history record check processes and procedures.

Skills and Abilities to:

- Effectively communicate, both verbally and in writing.
- Listen effectively and obtain accurate and detailed information.
- View multiple video monitors simultaneously.
- Operate communications equipment (multi-line telephones, base radio, computer terminals, teletype equipment) quickly and accurately.

- Speak with a clear, well-modulated voice by phone and radio dispatching equipment while tactfully communicating with highly emotional callers.
- Work cooperatively with citizens, co-workers, sworn personnel, and other University, City and agency employees.
- Remain calm and exercise judgment in making decisions in emergency situations under heavy workloads.
- Determine priorities of emergencies.
- Work irregular hours to aid in 24-hour coverage.
- Maintain confidentiality and work under stressful conditions.
- Supervise and train staff, including organizing, prioritizing, and scheduling work assignments.
- Develop and maintain policy and procedures manual.
- Generate reports for the Uniform Crime Reporting System and the Police Department.
- Perform criminal history record checks according to regulations.
- Maintain current and accurate arrest warrants for faculty, staff, and students.
- Act as a liaison for the department.

### **WORKING CONDITIONS:**

No major sources of discomfort; works in confined office environment.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.