



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

Position Announcement:

Police Communications Officer (Dispatcher)

Accepting Applications:

Expected Selection Date:

Classification Title: Communications Officer Level 1 Request Number:

Employment Status [] EX [X] NE

Job Pay Grade: 31

Position Qualifications:

- High school diploma or equivalent
- Ability to be certified as a National Crime Information Center Operator
- Ability to multi-task, use multiple phone lines and radio channels
- Active listening, service orientation, monitoring, decision making & communication skills
- Strong computer skills including data entry, ability to pass typing examination
- Must pass hearing screening, psychological screening, and drug testing

Position Description:

Police Communications Officer

- Facilitate communications between officers, other emergency agencies, and the University community
- Maintain records of officer activity, confer with community and supervising personnel to address questions, problems, and requests for service
- Relay information to and from supervisors and personnel using telephones, or two-way radios
- Monitor the University's Central Alarm systems
- Dispatch required personnel in accordance with call handling guide
- Research, obtain and enter information using national and state maintained information databases such as NCIC, NLETS, TCIC

Hours:

The University of Tennessee Police Department operates three shifts for Communications:

Police Department

1101 Cumberland Avenue, Knoxville, TN 37996-1940

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First Shift 7:00 am – 3:00 pm, Second Shift 3:00 pm – 11:00 pm, & Third Shift 11:00 pm – 7:00 am

Placement on shifts is determined by seniority and department need. Staff may be required to work during extreme weather / hazardous conditions, regular days off, or holidays based on the needs of the department. All UT Police Staff work some aspect of UT home football games regardless of the person's schedule.

Process:

Complete or update an online application via <http://humanresources.tennessee.edu/recruitment/>. An interview will be conducted for this position.

A committee will review applications and conduct interviews for the position. Committee recommendations will be forwarded to the Chief of Police. The Chief of Police may conduct final interviews. The Chief of Police will select the applicant for this position.