



Job Title: Lead Communications Safety and Security Monitor

Department: Campus Police

Reports To: Chief of Police

Grade: TS-11

Number of Days: 12 months

Overtime Status: Non-Exempt

Last Revised Date: August 20, 2019

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.

Position Summary: As a leader in the campus police department, the Lead Communications Safety and Security Monitor is responsible for building a high quality, responsive, and effective campus police dispatch operation to support the work of officers at school and ensure the safety of student, staff and patrons. The Lead Communications Safety & Security Monitor will supervise a team of Communication Specialists who perform a wide variety of critical and essential communication services. This position's responsibilities help ensure that the district's campus police team can secure buildings and property, investigate disturbances and maintain

order during events. The team also receives and determines the appropriate actions to emergency and non-emergency calls for assistance.

Minimum Qualifications:

- Bachelor's degree or certification in management/leadership preferred
- Three-year experience in management/leadership or supervisory experience preferred
- Three-year experience in human relations and/or service culture
- Previous dispatch experiences (i.e. police, security, emergency)

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Provide hands-on guidance, oversight and leadership to the communications staff in performing their duties within the communication center
- Capture and deliver critical information for the Campus Police operations
- Escalate and communicate emergencies and other priority events requiring leadership awareness and engagement
- In emergency situations, ensure the team provides prompt response to the scene, and alert police or emergency personnel as appropriate
- Operate emergency radio communications
- Maintain, communicate and publish daily dispatch schedules using established time reporting and notification systems
- Assign administrative tasks to communication center staff in support of day to day operations
- Lead and implements communication center staff performance evaluations and training as request by department leadership
- Communicate clearly, concisely and effectively, both orally and in writing
- Maintain a high level of professionalism, customer service and courteous behavior while dealing with the public and employees of the district
- Perform log entry/RMS/CADS, SCADA operations as needed; this would include dispatching calls for service
- Monitor 911 emergency calls and alerts, and follow up on such events
- Monitor intrusion, fire, panic, low pressure, freezer and high temperature alarms and make proper notification as necessary
- Perform data entry with regard to the opening, closing and evaluation of district building egress/ingress as required, which impacts false alarms
- Monitor surveillance cameras using the appropriate programs
- Act as liaison among emergency communications with the city of Tulsa, Tulsa Public Schools campus officers and TPS alarm personnel in the field
- Perform other tasks, duties, or services consistent with this position as assigned
- Facilitate the campus police team's ability to develop effective relationships with staff, administrators, and students--building a sense of awareness and security within the community
- Start their shift in a timely manner and fulfill the completion of their shift to provide support during school hours
- Ability to work collaboratively with others on a team

- 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.

- Ability to think critically and problem-solve, seeking collaboration with district resources to support Campus Police work
- Able to communicate clearly, concisely and effectively, both orally and in writing
- Operate a multi-channel radio with multiple frequencies, distinguishing and recognizing a variety of radio voice transmissions and ten codes
- Ability to use computer/keyboard devices to retrieve and or enter information
- Skilled in effective decision making and problem solving based on a limited amount of information in crisis or emergency situations
- Experience in and ability to use Windows-based programs (Word, Excel) and data entry or word processing
- Skilled in efficient data entry and use of RMS, CAD, SCADA and USE
- Ability to effectively lead and manage dispatch personnel
- Ability to establish, develop and maintain courteous and effective working relationships
- Skilled in modeling positive attitude to all stakeholders in the district's core values (equity, excellence, character, team, joy) and service culture
- Able to accept and apply constructive criticism and critiques
- Able to effectively and proficiently maintain emotional control and work effectively during non-emergencies and emergencies, crisis situation or extremely stressful conditions
- Ability to multitask, gather and disseminate information clearly, accurately and rapidly in urgent situations to field operations, dispatch team, and administration
- Ability to calm angry and uncontrolled individuals
- Ability to work with outside law enforcement agencies in a professional manner to represent our department
- Able to read, understand, interpret, and convey moderately difficult written information (e.g. policies, procedures, rules, regulations, directives, etc.)
- Ability to 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
- Work other duties as assigned by the chief of police and other campus police leaders

Physical Requirements:

- Be able to sit for long periods of time without a break, etc.

Supervisory Responsibility:

- Serve as the lead for day-to-day operations, administration, supervision, coaching, discipline, and motivation of the dispatch team

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Work within an office environment
- Work with tight deadlines in an effort to be responsive to schools

- Frequent use of electronic email
- Standard office conditions
- Regular travel to school and district locations for on-site support, collaboration and progress monitoring
- May be required to be in an "on call" status within a 24 hour/ 7 days emergency dispatch center
- Sensitive and confidential setting
- Interaction with other agencies in a multijurisdictional environment
- Stressful, fast-paced work
- May be required to work alone or not direct supervision
- Stressful, fast-paced work

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talents, skills, and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender expression, gender identity, pregnancy, disability, genetic information, veteran status, marital status, age, or any other classification protected by applicable law.

Tulsa Public Schools also provides reasonable accommodations to qualified applicants and employees with disabilities. If you need an accommodation during the application process, please contact the district's talent management department at 918-746-6310 or the district's human rights and title IX coordinator at 918-746-6517. You can also direct your request for accommodation in writing to the Tulsa Public Schools Education Service Center, Attn: Talent Management, 3027 S. New Haven Ave., Tulsa, OK 74114-6131.