

JOB TITLE : SENIOR TELECOMMUNICATIONS COORDINATOR

JOB FAMILY : AUXILIARY SERVICES

BAND : E

FLSA : NONEXEMPT

JOB CODE : 11555

Main Function:

Supervise day-to-day operations of the telecommunications center, including CCTV and card access system monitoring.

Administer scheduling, training and performance management for the Communications Division of the department.

Essential Duties and Responsibilities:

Responsible for scheduling and regular on-the- job training, guidance, advice, counsel and mentor staff; ensure all personnel follow existing policies and procedures and relevant documents are available and up-to-date.

Ensure staff are current on required certifications and run required monthly/weekly tests to stay proficient.

As needed, fill-in for telecommunications staff including answering and prioritizing emergency and business calls for Cornell Police.

Ensure department communications equipment (cell phones, pages, radios, etc.) and software are in good working order; tracking technology changes and make necessary recommendations to keep pace with department and university needs.

