



JOB DESCRIPTION:	Campus Security Specialist		
DEPARTMENT:	Campus Police		
REPORT TO:	Chief of Campus Police		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	#524000	DATE APPROVED:	18-FEB-2022
		DATE MODIFIED:	11-JUN-2025

SUMMARY: Answers regular and emergency 911 calls and operates two-way radio to facilitates radio communications between the University's community and Campus Police operations as well as all requests for support/assistance from local law enforcement agencies.

DUTIES:

1. Responsible for answering calls for emergency and non-emergency assistance for university students, faculty, staff, and community members in dispatching law enforcement, firefighting, or rescue units.
2. Dispatches University Police for response of emergencies or non-emergency assistance. Relays the details of the call to responding unit(s) as to location, nature of the call, and logs all calls of daily activities regarding to time, type of response, and assigns case numbers to the calls.
3. Coordinates interagency responses, e.g., ambulance services and additional law enforcement support.
4. Transmits and receives coded and conventional messages. Differentiates between routine, priority, and emergency messages, and initiates or follows through on responses as required.
5. Maintains all confidential department files and records of incident reports.
6. Prepares files for submission to appropriate University officials, District Attorney's Office, and other agency personnel e.g., local, state, and insurance companies.
7. Prepares and submits the monthly crime reports to the University. Prepares and submits to the Department of Public Safety the Uniform Crime Report.
8. Prepares and submits the Annual Campus Safety and Security Survey to the United States Department of Education. Prepares and submits the Annual Security and Fire Safety Report for the University.
9. Responsible for maintaining the University's camera security systems. Serves as the point of contact for camera security system related issues.
10. Provides training to employees on use and features of the camera security system and police two-way radio system.
11. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
12. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** High School Diploma or GED equivalent with 4 years of clerical/office support work involving customer service responsibilities experience required. Some security work experience preferred. Bachelor's degree in related field preferred. Bilingual (Spanish) preferred.

2. **Job Knowledge:** Knowledge of enhanced 911 emergency dispatch policies and practices. Knowledge of NCIC, NMCIC, and NMLETS computer operation use and associated policies and procedures. Knowledge of the locations and names of campus buildings, areas, as well as the surrounding streets of Silver City. Knowledge of the policies, procedures, and operations of Western New Mexico University's Campus Police as well as local Silver City law enforcement operational requirements. Knowledge of privacy and confidentiality regulations of departmental files and records. Skill in remaining calm and in calming others during emergency situations for obtaining emergency information. Skill in communicating using standard telephone and two-way radio equipment. Skill in evaluating emergency calls and determining the response needed. Knowledge of office management and administrative support practices and procedures. Knowledge of general bookkeeping practices and procedures. Ability to resolve customer complaints and concerns. Ability to work both independently and in a team environment. Ability to understand and follow safety procedures. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Police station work environment. This is an essential services position. Travel within the community may be needed. May be required to lift normal office equipment and materials. Must be able to stoop, bend, squat, sit on floor and ambulate over uneven floor or ground surfaces including stairs and steps in construction sites. Must be able to visually and auditory assess situations to ensure safety. Must be able to climb ladder and work in restricted workspaces. Must be able to follow all safety protocols. Work involves moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises. This position may be required to report to duty on short notice, work outside normally scheduled work hours, and/or perform work tasks outside normal scope of duties. Must be able to vary shift schedules including holidays or weekends.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)
 - c. Certified or able to be certified by the New Mexico Department Law Enforcement Academy as a Public Safety Telecommunicator within one (1) year of hire date and must complete twenty (20) hours of advanced training per two-year period.

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)