



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 641.8

Job Title: **POLICE TELECOMMUNICATOR**

Pay Grade: 14

GENERAL SUMMARY:

Performs communications and record-keeping duties relative to law enforcement and emergency service/public safety applications. Answers questions and/or provides information relative to service incidents. Refers inquiries or service requests to proper persons or agencies and completes necessary documentation regarding these actions. Facilitates the dispatch of a police unit for service of reported incident(s).

RESPONSIBILITIES:

- Uses computer aided dispatch system as the primary mode of operation to receive and respond to emergency and non-emergency calls for police services and to enter information about the emergency.
- Interviews callers, who may be irate, upset or emotionally/mentally disturbed. Attempts to calm, obtain clear statements and identify nature and severity of reported problem. Determines best course(s) of action to respond to call.
- Furnishes caller with required information or transfers caller to proper unit or agency for handling and disposition. Assists callers in a professional and efficient manner.
- Utilizes key maps, crisis-cross directories, phone books and other methods in providing service to callers.
- May be responsible for radio console operation as a radio dispatcher, in non-patrol applications.
- Prepares written incident reports resulting from telephone inquiries.
- Recognizes critical situations and alerts supervisor on complicated and unusual situations.
- May train new Police Telecommunicators in tasks, duties, functions and responsibilities.
- May be required to be "on call" during emergency situations.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

Certification: Must provide certification of successful completion of or complete within one year of employment a telecommunications training program in compliance with the Texas Commission on Law Enforcement (TCLEOSE) guidelines.

Must pass a City-administered typing test.

SPECIFICATIONS: (continued)

EXPERIENCE:

One year of experience in a high volume telephone or customer service environment or a high stress environment is required.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Police Telecommunicator
Senior Police Telecommunicator
Police Telecommunicator Supervisor

Effective Date: October 1990

Revised Date: July 1999