



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 642.0

Job Title: **POLICE TELECOMMUNICATOR SUPERVISOR**

Pay Grade: 21

### **GENERAL SUMMARY:**

Supervise the daily operations of the Police Emergency Communications Division and perform Watch Command duties.

### **RESPONSIBILITIES:**

- Supervise, coach and evaluate employees' job performance. Oversee activities to ensure adherence to policies and procedures and that a professional environment is maintained in the Operations Center.
- Monitor and review calls for service in the Computer Aided Dispatch (CAD) system to ensure calls are dispatched within queue time standards and there is consistency with goals and objectives of emergency services and public safety.
- Monitor Automatic Vehicle Location (AVL), Global Positioning System (GPS), 3SI Monitoring System, and camera systems.
- Process and update in progress calls for service involving a serious felony.
- Review and approve downgrade of response to calls for service based upon updated information received which indicates a change in the level of threat to life or property.
- Assist in receiving, screening and assigning emergency and non-emergency calls for police service.
- Serve as liaison for Emergency Communications Division. Communicate and coordinate with divisions, departments, outside agencies and citizens.
- Respond to emergency occurrences such as system malfunctions or unusual occurrences received at Watch Command and advise the appropriate personnel (Commander, Shift Lieutenant, Command Center) of significant events and/or incidents.
- Complete required documentation that includes, but is not limited to, Dispatch Quality Monitoring Forms, Positive Counseling Forms, Supervisory Interventions and internal affairs investigation reports.
- Report for duty or on-call during emergency situations (hurricanes, flooding, special events etc.) for the continued operation of critical functions and for special emergency preparedness functions.
- May be required to perform dispatching duties in cases of emergency situations and when necessary.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires an Associate degree in Business Administration, Public Administration, Social Science, General Studies or a closely related field.

**Certification:** Must provide certification of an active Texas Commission on Law Enforcement (TCOLE) telecommunications license and in compliance with the Texas Commission on Law Enforcement (TCOLE) requirements for that license.

## **SPECIFICATIONS: (continued)**

Two years of experience as a Senior Police Telecommunicator in the Houston Police Department or a similar emergency communication environment are required.

Experience as a Senior Police Telecommunicator in the Houston Police Department or a similar emergency communication environment may be substituted for the above education requirement on a year-for-year basis.

Must pass a City administered typing test with a typing speed of 40 wpm with no more than 4 errors. Must pass departmental testing.

### **COMPLEXITY:**

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

### **IMPACT OF ACTIONS:**

Errors in work cause some expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously. However, the supervisor will be available to answer more difficult questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as disciplinary procedures, documented counseling, or commendations regarding behavior and performance.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

#### **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 substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

### **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 no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

## **MISCELLANEOUS:**

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

## **JOB FAMILY:**

Police Telecommunicator  
Senior Police Telecommunicator  
Senior Police Telecommunicator (CTO)  
Police Telecommunicator Supervisor