



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 644.6

Job Title: **9-1-1 PSAP SUPERVISOR**

Pay Grade: 21

### **GENERAL SUMMARY:**

Directs the daily personnel and operational functions for 9-1-1 Emergency Telephone Services.

### **RESPONSIBILITIES:**

- Performs daily personnel activities including scheduling, training, assessing training needs, conducting employee performance evaluations, counseling, and enforcing 9-1-1 policies and procedures.
- Assists with developing and updating manuals, such as policies and procedures and training.
- Meets with other departmental sections, Fire Department, Police Department and other City Departments and community agencies.
- Analyzes, monitors and operates various electronic telephone equipment, i.e., Plant Vesta and Meridian Telephone Systems.
- Analyzes, monitors and operates various computer systems and applications, i.e., Window's NT Computer System, various applications of the Plant Vesta System and the geographic location system (MAPSTAR).
- Assures accurate records of teletypes are sent and received. Analyzes various Call Count records and statistical reports.
- Investigates answer threshold variances for disposition.
- Monitors equipment operation and failures during a shift. Recognizes various system alarms to determine problems. Initiates and coordinates equipment system repair.
- Notifies management of any corrections to the database, which includes the Agency List, Address List and Community Resource Book.
- May be required to be "on call" or "onsite" during emergency situations.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

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

#### **Certification:**

Must provide certification of successful completion of a telecommunications training program in compliance with the Texas Commission on Law Enforcement (TCOLE) guidelines within one year of hire/promotion date.

## **SPECIFICATIONS: (continued)**

### **EXPERIENCE:**

Three years of experience as a 9-1-1 telecommunicator or equivalent professional experience in an emergency communication environment.

### **Substitutions:**

Experience as a 9-1-1 telecommunicator in an emergency communication environment may be substituted for the above education requirement on a year-for-year basis.

A Bachelor's degree in Business Administration, Public Administration, Social Science, General Studies or a closely related field may be substituted for two years of the experience requirement.

### **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, with the supervisor 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 hiring, terminations, pay changes of non-supervisory personnel.

#### **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.

**SPECIFICATIONS: (continued)**

**MISCELLANEOUS:**

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

**JOB FAMILY:**

9-1-1 Telecommunicator	or	9-1-1 Telecommunicator (CTO)
Senior 9-1-1 Telecommunicator	or	Senior 9-1-1 Telecommunicator (CTO)
9-1-1 PSAP Supervisor	or	9-1-1 PSAP Supervisor – FIRE/EMS
HEC Telecommunications Shift Manager		HEC Telecommunications Shift Manager

*Effective Date: October 1990*  
*Revised Date: December 2020*