



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 644.9

Job Title: **9-1-1 CUSTODIAN OF RECORDS**

Pay Grade: 17

### **GENERAL SUMMARY:**

Responsible for the custody, control and maintenance of all 9-1-1 records. Researches and follows-up on all inquiries from other public safety agencies, legal advisors and City departments.

### **RESPONSIBILITIES:**

- Develops and coordinates 9-1-1 records management activities.
- Accountable for all 9-1-1 records, i.e., Emergency Log Sheets, PSAP printouts, emergency call tapes, etc.
- Investigates and documents court related inquiries and appears in court to testify on matters pertaining to 9-1-1 emergency calls.
- Performs initial research on all complaints, provides statistical analysis of research activities and keeps the 9-1-1 Manager informed of all complaints and their status.
- Maintains master 9-1-1 audio tape library.
- Prepares 9-1-1 records for archive, maintains documentation of archived 9-1-1 documents and requests retrieval of archived files.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

An Associate's degree in Business Administration, Social Science, General Studies or a closely related field is required.

#### **Certification**

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

#### **EXPERIENCE:**

Two years of experience in an emergency communications environment, with a computer database and spreadsheet system, are required.

#### **Substitutions:**

Experience 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.

## **SPECIFICATIONS:**

### **COMPLEXITY:**

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

### **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 and occasionally with professionals and supervisors. 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 infrequent with occasional contacts with lower-level service representatives and/or vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **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 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:**

9-1-1 Custodian of Records

*Effective Date: July 1999*

*Revised Date: December 2020*