



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 641.7

Job Title: **SENIOR POLICE TELECOMMUNICATOR (CTO)**

Pay Grade: 19

### **GENERAL SUMMARY:**

Provide hands-on-training for Senior Police Telecommunicators. Receive, process and dispatch calls for police service via radio, computer aided dispatch system and related communication equipment. Receive and relay accurate emergency and non-emergency information to field police units and ensure the safety of officers.

### **RESPONSIBILITIES:**

- Provide hands-on training for Senior Police Telecommunicators in responding to emergency and non-emergency calls for police service. Instruct, observe, and evaluate employees' response to calls and provide guidance in the performance of job duties.
- Evaluate call handling procedures, documentation and equipment usage.
- Assign and broadcast police calls for service to field police units within departmental time standards. Independently initiates action consistent with existing policies and procedures.
- Constantly monitor all activities of field police units to ensure safety, availability, status, location, existing conditions, and related information.
- Enter and maintain calls for service incident information by documenting all necessary updates on the call slips in the computer aided dispatch (CAD) system.
- Research law enforcement databases to verify information on individuals, such as driver license validity, missing person, stolen/recovered vehicle, warrants, vehicle registration and criminal history for relay to requesting field officers/unit(s).
- Respond to inquiries and/or provides information relative to calls for service with other dispatchers, divisions, citizens and/or other agencies as required.
- Notify or consult with supervisory personnel regarding unusual circumstances. Obtain authorization from a Watch Command supervisor or a Patrol supervisor (or a Patrol Desk Unit officer for a non-emergency call for service) to downgrade a priority response code or call type when additional information indicates a change in the level of treat to life or property.
- Report for duty or on-call during emergency situations (i.e. hurricanes, flooding, special events etc.) for the continued operation of critical functions and for special emergency preparedness functions.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED.

**Certifications:** Must provide certification of an active Texas Commission on Law Enforcement (TCOLE) Telecommunications license and be in compliance with the Texas Commission on Law Enforcement (TCOLE) requirements for that license. Must provide certification of successful completion of a Public Safety Communications Training Officer (CTO) program at the time of hire or within 3 months. Must pass a City administered typing test with a typing speed of 40 words per minute with no more than 4 errors. Must pass department testing.

## **SPECIFICATIONS: (continued)**

### **EXPERIENCE:**

Two years of experience as a Senior Police Telecommunicator in an emergency communications facility, or as a Senior Police Telecommunicator in an environment served by an enhanced 9-1-1 system are required.

### **COMPLEXITY:**

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents. Ability to multi-task high volumes of calls for service while maintaining a calm professional demeanor.

### **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 supervisors available to answer questions as they arise.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves review of work and instruction to new hires as a "working supervisor" or lead person.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily 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 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 high stress situations and modestly unpleasant situations, such 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.

## **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