# CITY OF HOUSTON

## JOB DESCRIPTION

Job Code: 641.9

Job Title: **SENIOR POLICE TELECOMMUNICATOR**

Pay Grade: 17

## GENERAL SUMMARY:

Receive, process and dispatch calls for police service via radio, Computer Aided Dispatch system (CAD), and related communication equipment. Receive and relay accurate emergency and non-emergency information to field police units and ensure the safety of officers.

## RESPONSIBILITIES:

- Assign and broadcast police calls for service to field police units within departmental time standards. Independently initiates action consistent with existing policies and procedures while utilizing sound judgment.
- Constantly monitor all activities of field police units to ensure safety, availability, status, location, existing conditions, etc.
- Enter and maintain call for service incidents information by documenting all necessary updates on the call slips within 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 threat to life or property.
- Report for duty or on-call, as a first responder, 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.

**Certification:** Must provide certification of successful completion of, or complete within one year of employment, the Basic Telecommunicator proficiency certification per Texas Commission on Law Enforcement (TCOLE) requirements; and successfully complete a telecommunicator training program.

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 customer service experience.

**SUBSTITUTION:**
Forty-eight (48) semester hours of college credit, in any area of study, from an accredited college or university may be substituted for two years of experience.

OR

Completion of an approved Texas Commission on Law Enforcement (TCOLE) curriculum Telecommunicator licensing course from an accredited college or university may be substituted for two years of experience.

Ability to multi-task high volumes of calls for service while maintaining a calm, professional demeanor and working under stressful situations.

**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 supervisors 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 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

*Effective Date: October 1990*
*Revised Date: October 2022*