



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 642.6

Job Title: **H.E.C. TELECOMMUNICATION SHIFT MANAGER**

Pay Grade: 26

### **GENERAL SUMMARY:**

Manages and monitors the operations of a H.E.C. Telecommunication shift's productivity and performance standards.

### **RESPONSIBILITIES:**

- Manages and monitors all assigned supervisors; establishes goals and evaluates section performance; develops and evaluates subordinates.
- Provides leadership, guidance, training and advice to subordinates.
- Trains staff departmental employees ensuring professional development of supervisory personnel.
- Investigates special problems encountered by employees; recommends corrective action, and prepares summary reports.
- Prepares daily operational reports reflecting significant events, call volume and personnel issues.
- Responds to inquiries from upper management personnel regarding shift status.
- Coordinates activities with section and department management.
- Prepares daily operational reports reflecting significant events, call volume and personnel issues.
- Available for "on call duty" during emergency situations and any activity deemed necessary.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires an Associate's degree in Business Administration, Accounting, Political Science, Psychology or a closely related field.

License/Certificate: Requires a valid Texas driver's license and compliance with the City of Houston's policy on driving (AP 2-2).

#### **EXPERIENCE:**

Five (5) years of professional experience in the administrative and operational field of an emergency communications environment, with at least two years in a supervisory capacity.

## **SPECIFICATIONS: (continued)**

Substitution: A Bachelor's degree in Business Administration, Accounting, Political Science, Psychology or a closely related field may be substituted for the experience requirement on a year-for-year basis. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

### **COMPLEXITY:**

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

### **IMPACT OF ACTIONS:**

Errors could lead to moderate expenses and inconveniences. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation into setting work objectives.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as a Manager or the equivalent over the Assistant Managers or first-line supervisors. This position has significant levels of input as it pertains to personnel actions, such as hiring, terminations, and pay changes.

#### **Indirect Supervision:**

Involves supervision and evaluation of work as a Manager or the equivalent.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with Manager and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contact with allied organizations. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

### **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 simple gross motor responses within large tolerances.

## **MISCELLANEOUS:**

All duties and responsibilities may not be listed 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
H.E.C. Telecommunication Shift Manager		H.E.C. Telecommunication Shift Manager H.E.C.