CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 644.2

Job Title: **9-1-1 TELECOMMUNICATOR**

Pay Grade: 14

GENERAL SUMMARY:

Responds to citizens' requests for emergency services by determining the type of problem and transferring the 9-1-1 telephone calls to the appropriate agencies.

RESPONSIBILITIES:

- Answers 9-1-1 emergency telephone calls from citizens or agencies for Police, Fire and Emergency Medical Services in a timely manner. Determines the nature and priority of the emergency and assists callers in a professional and efficient manner.
- Operates various electronic telephone equipment, i.e., Plant Vesta and Meridian Telephone Systems. Uses equipment to receive and transfer incoming calls, to replay calls for clarification and to process hearing impaired calls using a TDD device.
- Enters essential call and location information into Window's NT Computer System and various applications of the Plant Vesta System to view and retrieve information efficiently.
- Recognizes critical situations and alerts supervisor on complicated and unusual situations.
- Physically locates 9-1-1 telephone calls and identifies vehicles' locations using the geographic display (MapStar).
- Refers calls to City departments other than Police and Fire and outside governmental, social or community agencies.
- May be required to be "on call" or “onsite” during emergency situations.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED. Must pass City administered tests.

CERTIFICATION:
Must provide certification of 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:
One year of experience in a high volume telephone or customer service environment or a high stress environment is required.

SPECIFICATIONS: (continued)

Substitutions: A Certificate of Completion in Public Safety Telecommunicator from Houston Community College, or an equivalent certification from another accredited continuing education program that meets equivalent prerequisites, course hours, and outcomes may substitute for the experience requirement.

COMPLEXITY:
Work consists of fairly standard procedures and tasks where analytic ability is required, as in the comparison of numbers and fundamental facts in selecting the correct action.

IMPACT OF ACTIONS:
Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

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. 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 modestly unpleasant situations, 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; 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 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

Effective Date: October 1990
Revised Date: December 2020
Revised Date: October 2025