



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 644.5

Job Title: **SENIOR 9-1-1 TELECOMMUNICATOR (CTO)**

Pay Grade: 18

GENERAL SUMMARY:

Responds to citizens' requests for emergency services by determining and referring 9-1-1 telephone calls to the appropriate agencies. Provides "hands-on" training for 9-1-1 Telecommunicators and maintains statistical data files.

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.
- Recognizes critical situations and alerts supervisor on complicated and unusual situations such as equipment failures and/or data discrepancies.
- Operates various electronic telephone equipment, i.e., NG VESTA to receive and transfer incoming calls, to process hearing impaired calls using a TDD device, enter essential call and location information, and Agent 511 Texting software.
- Physically locates 9-1-1 telephone calls and identifies vehicles' locations using the geographic display (MapStar).
- Provides "hands-on" training and assistance to 9-1-1 Telecommunicator personnel. Evaluates call handling procedures, documentation, and equipment usage.
- 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 operations.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

CERTIFICATION:

Must provide certification of the successful completion of a telecommunications training program in compliance with the Texas Commission on Law Enforcement (TCOLE) guidelines within one year of hire/promotion date. Must provide certification of successful completion of a Public Safety Communications Training Officer (CTO) program at the time of hire or within 3 months.

SPECIFICATIONS: (continued)

EXPERIENCE:

Two years of experience as a Senior 9-1-1 Telecommunicator in an emergency communications facility; or two years of experience as a call taker in Fire/EMS 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.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate to limited supervision and within standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work 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 moderate tact and cooperation involving somewhat sensitive issues and 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 9, 2013

Revised Date: December 2020