



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 644.7

Job Title: **9-1-1 PSAP SUPERVISOR – FIRE/EMS**

Pay Grade: 23

### **GENERAL SUMMARY:**

Reviews, supervises and evaluates the work and activities of assigned Senior 9-1-1 emergency dispatch services.

### **RESPONSIBILITIES:**

- Supervises the answering and processing of 9-1-1 emergency calls from citizens or agencies for Police, Fire and Emergency Medical Services (EMS) with appropriate pre-arrival instructions.
- Assists with developing and updating operational manuals, such as policies and procedures and training. Enforces HEC policies and procedures and ensures compliance with standard operation procedures.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides input for performance improvement and development.
- Monitors quality control of operations; ensures compliance with standard operating procedures; reviews calls at random; monitors dispatch nets and ensures proper deployment, level of response and timeliness; responds to and processes difficult and complex calls.
- Manages the facilities to ensure proper functioning, security and safety; troubleshoots and analyzes equipment failure and initiates requests for technical support; screens visitors; reports unusual activities on bureau facilities for investigation.
- Coordinates and interfaces with Fire and Police Department personnel on Fire and Medical related emergencies.
- Determines nature of emergency incident and prioritizes in system, and inputs and transmits call information into the system to ensure documentation to transmit to a dispatcher.
- Ensures adequate staffing during the shift to meet Service Level Standards.
- Conducts on-going training assessment to subordinate personnel.
- Monitors equipment operation and failures during a shift. Recognizes various system alarms to determine problems. Initiates and coordinates equipment system repair.
- Notifies management of any corrections to the database, which includes the Agency List, Address List and Community Resource Book.
- Operates Cassidian VESTA systems and utilizes Agent 511 texting software.
- May be required to be "on call" or "onsite" during emergency situations.

## **SPECIFICATIONS:**

### **KNOWLEDGE:**

Requires an Associate's degree in Business Administration, Public Administration, Social Science, General Studies or a closely related field.

### **Certifications:**

Must successfully complete the National Registry of Emergency Medical Technician (EMT) Basic Course within 3 years of hire/promotion date.

Must provide certification of 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 successfully complete Texas Crime Information Center (TCIC) National Information Center (NCIC) Practitioner Certification within twelve (12) months of hire/promotion.

### **EXPERIENCE:**

Three years of experience as a senior telecommunicator or equivalent professional experience in an emergency communication environment are required.

### **Substitutions:**

Experience as a senior telecommunicator or supervisor in an emergency communication environment may be substituted for the above education requirement on a year-for-year basis.

A Bachelor's degree in Business Administration, Public Administration, Social Science, General Studies or a closely related field may be substituted for two years of the experience requirement.

### **COMPLEXITY:**

Work is moderately complex and varied, and may require 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 moderate supervision with 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 scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

#### **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 substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

**SPECIFICATIONS: (continued)**

**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 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 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: January 2008*

*Revised Date: December 2020*