



CITY OF HOUSTON
invites applications for the position of:

9-1-1 TELECOMMUNICATOR

SALARY: \$16.31 - \$17.86 Hourly
OPENING DATE: 07/30/21
CLOSING DATE: 09/30/21 11:59 PM

POSITION OVERVIEW:

Applications accepted from: **ALL PERSONS INTERESTED**

Job Classification: 9-1-1 TELECOMMUNICATOR

PN#: 25945

Division: Houston Emergency Network

Workdays & Hours: Rotating Shifts & Off Days*

5:30am – 2:00pm

1:30pm – 10:00pm

9:30pm – 6:00am

* Subject to change



DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

The Houston Emergency Center assists citizens of Houston with the most efficient, accurate and professional service when processing emergency calls by taking care of each citizen, one call at a time. We are seeking qualified individuals who are interested in a dynamic career and share the same passion and commitment in being the first responder when a citizen calls. 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.

Emergency Communications work can be difficult but rewarding, allowing you to truly make a difference in the lives of fellow citizens. This position will involve the need for great focus and attentiveness during calls because the cost of mistakes can be life threatening.

911 Telecommunicators help determine the appropriate personnel required at the scene of emergency and non-emergency situations by performing the following duties:

- 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., Vesta 9-1-1 and Cisco 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 Operating System and various applications of the Vesta 9-1-1 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" during emergency situations.
- Duties include but are not limited to attendance at work on a regularly scheduled basis and, as necessary, be prepared to remain onsite, except for supervisory approved meal/breaks, for the entire scheduled work shift. May require performing other duties.

The position is full time, 40 hours per week on a rotating shift schedule including nights, weekends, and holidays. The department is staffed 24 hours a day, 7 days a week. Successful candidates must be able to work all shifts and have the flexibility to alter schedule based on departmental and operational need. Mandatory overtime will be required during critical incidents or to maintain staffing levels. On call time is also mandatory. The job requires a combination of public service commitment and strong technical skills that can be learned during an on-the-job training period.

Must be able to pass a criminal background check, obtain and maintain federally mandated security clearances where required.

THE FIRST TWO (2) YEARS YOU WILL FLOAT AMONG ALL THREE (3) SHIFTS

5:30am – 2:00pm

1:30pm – 10:00pm

9:30pm – 6:00am

YOU MUST BE AVAILABLE TO WORK ANY OF THESE SHIFTS FOR THE FIRST TWO YEARS, OR ANY SHIFT CHANGES THAT OCCUR. YOU WILL NOT HAVE A PREFERENCE IN PICKING YOUR SHIFT.

All positions in the Houston Emergency Center (HEC) are designated as TIER I (First Responder) Employees, and will require you to work long hours in emergency or disaster situations that may require you to be away from your home and/or family for extended periods of time.

WORKING CONDITIONS

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. Position requires a considerable amount of time sitting.

MINIMUM REQUIREMENTS:

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a high school diploma or a GED.

MINIMUM EXPERIENCE REQUIREMENTS

One (1) year of experience in a high volume telephone or customer service environment or a high stress environment is required.

MINIMUM LICENSE REQUIREMENTS

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. **The TX administrative Code further requires that licenses may be only issued to U. S. Citizens.**

PREFERENCES:

Preference will be given to those applicants with experience in an environment similar to Public safety (e.g., Police, Ambulance or Fire), or with previous Telecommunications experience. Bilingual skills (Spanish: speak, read, and write) are highly preferred. Due to constant communication with citizens, quality customer service experience is critical. Preference will be given to internal and local candidates who meet minimum qualifications as NO RELOCATION is provided.

Preference shall be given to eligible veteran applicants provided such persons possess the qualifications necessary for competent discharge of the duties involved in the position applied for, such persons are among the most qualified candidates for the position, and all other factors in accordance with Executive Order 1-6.

GENERAL INFORMATION:

SELECTION/SKILLS TESTS REQUIRED

Must be able to pass a City-administered PC keyboard test proficiency of 30 wpm and a CritiCall skills assessment test to move further through the selection process, as well as successfully pass a Criminal background check. Applicant also must pass hearing test, psychological evaluation, and thorough background / employment / education checks and successful interview.

SAFETY IMPACT POSITION

YES - this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification.

Pay Grade: 14

APPLICATION PROCEDURES

Only online applications will be accepted for this City of Houston job and must be received by the Human Resources Department during active posting period. **Applications must be submitted online** at: www.houstontx.gov . To view your detailed application status, please log-in to your online profile by visiting: <http://agency.governmentjobs.com/houston/default.cfm> . or call 832-393-2788.

If you need special services or accommodations, call 832-393-2788. (TTY 7-1-1)

If you need login assistance or technical support call 855-524-5627.

Due to the high volume of applications received, the Hiring Department will contact you directly, should you be selected to advance in our recruitment process.

All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.

EEO Equal Employment Opportunity

The City of Houston is committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, genetic information, veteran status, gender identity, or pregnancy.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.houstontx.gov>

ONLINE SUBMISSIONS REQUIRED
Houston, TX 77002

careers@houstontx.gov
