



CITY OF HOUSTON
invites applications for the position of:

Senior Police Telecommunicator (SPTC)

SALARY: \$21.00 - \$27.59 Hourly

OPENING DATE: 04/21/21

CLOSING DATE: Continuous

POSITION OVERVIEW:



Applications accepted from: ALL PERSONS INTERESTED
Job Classification: SENIOR POLICE TELECOMMUNICATOR
Posting Number: 25407
Division: EMERGENCY COMMUNICATIONS
Reporting Location: 5320 NORTH SHEPHERD
Workdays & Hours: * VARIOUS SHIFTS/ROTATING HOURS

**Subject to change*

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Performs law enforcement services by receiving, processing and transmitting public safety information and criminal justice data for the agency using a computer-aided dispatch system, digital radio system, and other modes of communications to accomplish duties. Dispatches calls for service of reported incidents to police patrol units within Departmental time standards following policies and procedures. Constantly monitors all activities of field police units to help ensure unit availability and officer safety. Maintains a professional demeanor when coordinating with other dispatchers, divisions, citizens and/or other agencies as required. Demonstrates outstanding communication skills and record-keeping duties relative to law enforcement and emergency service/public safety applications. Responds to inquiries and/or provides information relative to service incidents; provides information to other dispatchers, Divisions, or Agencies in accordance with department and division policy. Able to multi-task duties and maintain a calm, professional demeanor while working under stressful situations. Employees may be required to work overtime. This position is considered an "Essential Employee" during times of severe weather or other emergency conditions for the continued operation of critical functions and for special emergency preparedness functions. Will perform all duties as assigned.

WORKING CONDITIONS

The position is physically comfortable; the individual has discretion about walking, standing, etc.

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

If applicable, the applicant's past performance evaluations, past and present supervisory

recommendations, and/or Internal Affairs complaint history will be reviewed and considered.

MINIMUM REQUIREMENTS:

EDUCATIONAL REQUIREMENTS

Requires a high school diploma or a GED

EXPERIENCE REQUIREMENTS

Two (2) years of customer service experiences or telecommunicator experience in an emergency communications facility are required.

LICENSE REQUIREMENTS

Must provide certification of successful completion of, or complete within one (1) year of employment a telecommunications-training program in compliance with the Texas Commission on Law and Enforcement (TCOLE) guidelines.

PREFERENCES:

Preferences will be given to those applicants with experience in a call center or an environment similar to Public Safety (e.g. Police or Fire). Quality customer service in a fast-paced environment is critical. An applicant with previous Public Safety/Law Enforcement dispatching experience is highly preferred.

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 demonstrate proficiency on a PC keyboard test and pass all City administered written tests. Applicant must pass a hearing, psychological evaluation and polygraph test.

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 17

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 (713-308-1290).

If you need special services or accommodations, call (713-308-1290). (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>

Position #25407
 SENIOR POLICE TELECOMMUNICATOR (SPTC)
 SR

ONLINE SUBMISSIONS REQUIRED
 Houston, TX 77002

careers@houstontx.gov

Senior Police Telecommunicator (SPTC) Supplemental Questionnaire

- * 1. Are you a veteran who served on active duty in the Armed Forces (United States Army, Navy, Air Force, Marine Corps, or Coast Guard) for more than 90 consecutive days and received either an honorable discharge or a general discharge under honorable conditions?
 - Yes
 - No
- * 2. What is the highest level of education you have obtained?
 - Less than a High School diploma/GED
 - High School diploma/GED
 - Associate's degree or Higher
- * 3. Please indicate your verifiable working experience in a fast pace, multi-tasking customer service environment or a high stress environment. " See Resume" in NOT a valid answer. (Your work experience will be verified)
 - Less than 2 years
 - 2 to less than 4 years
 - 4 to less than 6 years
 - 6 or more years
 - No experience
- * 4. Do you have previous experience in a Call Center or working in a Public Safety Answering Point (PSAP) center? (If yes, your experience will be verified)
 - Yes
 - No
- * 5. If you answered "Yes" to the above question, what is the name of the Call Center or PSAP center?
- * 6. ACCEPTANCE OF WORKING CONDITIONS OF EMPLOYMENT: The following "yes" or

"no" questions 6-9 reflect conditions of employment, which all Sr. Police Telecommunicators must accept. If you cannot answer "yes" to all questions, you cannot be further considered for this position. All positions in the Emergency Communications Division(ECD) are designated as TEIR I (First Responder) Employees. Are you able 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?

- Yes
 No

- * 7. Are you available and willing to work all shifts, including rotation, weekends, holidays, and special occasions such as Birthdays and Anniversaries? This is critical to Operations in ECD and each employee will be held accountable to their work schedule.

- Yes
 No

- * 8. I AM ABLE TO HANDLE HIGHLY STRESSFUL SITUATIONS. A Sr. Police Telecommunications job can be emotionally stressful. In order to be successful as a Sr. Police Telecommunicator, employees must be able to hear Emergency/Traumatic type problems and remain focused and be able to perform their duties competently and calmly. Individuals must possess coping skills and be able to process the trauma they could be exposed to, and still maintain a positive and healthy work attitude. Are you able to do this?

- Yes
 No

- * 9. I AM WILLING TO TAKE A DRUG TEST AND UNDERGO A POLYGRAPH AND PSYCHOLOGICAL SCREENING. Due to officer safety, life and death situations that can occur with calls for service its critical that employees are reliable, clear-thinking and capable of performing the necessary require tasks.

- Yes
 No

- * 10. How many words per minute are you able to type? (Your typing speed will be verified prior to hire)

- Less that 25 wpm
 25 wpm to less than 35 wpm
 35 wpm to less than 40 wpm
 40 wpm to less than 50 wpm
 50 wpm or more

- * 11. Are you currently certified or licensed as a Sr. Police Telecommunicator?

- Yes
 No

- * 12. Please describe your verifiable work experience in a high volume telephone or customer service environment or a high stress environment? "See Resume" is NOT a valid answer. If no experience, type "N/A"

- * 13. Are you willing to provide a certifications of successful completion of, or complete within one (1) year of employment, a telecommunication-training program in compliance with Texas Commission on Law and Enforcement (TCOLE) guidelines?

- Yes
 No

- * Required Question