



PORT HOUSTON
THE INTERNATIONAL PORT OF TEXAS™

Telecommunications Officer **PORT HOUSTON** **JOB DESCRIPTION**

Department: Police
Reports To: Telecommunications Supervisor
FLSA Classification: Non-Exempt
Grade: TO

Position Summary:

Supports multiple critical functions to overall Port Houston operations by skillfully managing emergency and non-emergency phone calls. Receives, evaluates, and prioritizes calls in a timely manner and dispatch personnel to manage and control concurrent communications in an orderly fashion. Performs administrative duties appropriate to the nature of emergency/non-emergency calls.

Key Responsibilities/Duties:

- Operate a multi-channel radio console system
- Dispatch Port Police and Fire units to emergency and non-emergency calls for service; relay radio transmissions as necessary
- Dispatch appropriate Port Houston maintenance personnel to after-hours requests from vessels berthed at Port Houston wharves
- Place calls to outside agencies for assistance when requested to do so by on scene responders whether port related or off duty employment
- Coordinate communications between Port Houston responders and other local, state, and federal agencies
- Monitor HarborLights and Automatic Identification System (AIS Live) for vessel traffic within and outside of the Houston Ship Channel
- Continuously track vessel movements (estimated/ actual vessel boarding times & estimated/actual vessel departing times) at the Port Houston wharves
- Verify, confirm, and relay vessel movement with the Houston pilots' office and/or United States Coast Guard vessel traffic (USCG VTS)
- Document and enter "Vessel Arrival-Departure-Shift" information into Port Houston Navis Express/N4 for every vessel and barge that arrives, departs and shifts at a Port Houston wharves
- Verify and confirm vessel spotting instructions to Port Houston police officers upon a vessel arrival via daily ship traffic sheets
- Record air draft/wind draft readings for operations, United States Coast Guard vessel traffic (USCG VTS), and the Houston Pilots office



PORT HOUSTON
THE INTERNATIONAL PORT OF TEXAS™

- Maintain daily wharf and ship reports by posting vessel movements at Port Houston wharves; review for completeness and accuracy
- Update all electronic databases concerning barge operations
- Create water service ticket for fresh water for vessel agents/billing customers for water sales
- Monitor TLETS and NLETS for pertinent communications from other states and federal agencies
- Monitor TCIC and NCIC databases at all times for incoming messages, urgent broadcasts, etc.
- Enter property reported stolen to PHA police department into NCIC and TCIC databases
- Conduct and verify wants, warrants and stolen checks via state and national crime databases of individuals and property at the request of Port Houston police officers
- Monitor Port Houston radio frequencies assigned to contact security in the event assistance is needed at Port Houston gates
- Monitor multiple radio channels to include channel for events that request Port Houston resources for assistance, participate radio test and conduct drills when required
- Monitor close circuit tv cameras for general/suspicious activities on Port Houston cameras
- Verify credentials when checking in and out keys and wristbands
- Maintain security records for the police department, Port Houston gates, and security
- Assist with Emergency Management functions during Emergency Operations Center activations
- Act in accordance with Port Houston core values (respect, excellence, accountability, diligence, and you)
- Perform other duties, as required

Education/Experience:

- High School diploma or GED equivalent required
- Some college preferred
- 1+ years of related emergency dispatch experience required
- Texas Department of Public Safety TCIC/NCIC full access certification within 6 months of employment
- Texas Commission on Law Enforcement (TCOLE) Basic Telecommunications Operator license within one (1) year of employment

Knowledge, Skills, Abilities and Behaviors:

- Advanced knowledge of computers and maritime and billing software



PORT HOUSTON
THE INTERNATIONAL PORT OF TEXAS™

- Knowledge of TLETS/NLETS (Texas & National Law Enforcement Telecommunication System) Certification, TCIC/NCIC Certification, Interpol Certification, CJIS Security
- Knowledge of Port Houston Visitors Management System
- Customer service skills
- Attention to details and effective organizational skills
- Strong problem-solving and analytical skills
- Effective communication and interpersonal skills with all levels of employees, management, and customers
- Ability to achieve and maintain Criminal Justice Information Systems (CJIS) security clearance
- Ability to multi-task, document records and enter data
- Ability to stay focused
- Ability to remain calm, communicate effectively and efficiently during stressful emergency situations
- Ability to work under pressure
- Ability to follow procedures
- Ability to maintain confidentiality requirements
- Ability to comprehend and communicate information received from Omnixx Force (Texas Department of Public Safety Law Enforcement Support)
- Ability to perform general data entry tasks
- Considered essential employees and may be required to work on holidays, evenings, nights, and be immediately recalled for emergencies at anytime. They must remain available and "on call" 24 hours a day, 365 days a year, dependent on emergency

Key Competencies Required:

- Ability to Conceptualize
- Adaptability
- Attention to Detail
- Composure Under Stress
- Managing Work



PORT HOUSTON
THE INTERNATIONAL PORT OF TEXAS™

Working Conditions:

Work Environment	Seldom or Never	Sometimes	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Heavy equipment environment (near moving vehicles)	X		
Construction site	X		
Confined space	X		
Warehouse environment	X		
Shop environment	X		
Emergency Response situation			X

Exposures	Seldom or Never	Sometimes	Frequently or Often
Extreme cold (below 32 degrees)	X		
Extreme heat (above 100 degrees)	X		
Moving mechanical parts	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances waste	X		
Loud noises (85+ decibels)	X		

Physical Demands:

Sedentary Work – Exerts up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This position is designated as “Safety-Sensitive”. All employees in safety-sensitive positions are subject to random drug/alcohol testing.

Edited By	Date
Original	4/8/2014
Segal Waters	11/2/2016
Human Resources	10/6/2017
Alia O’Neill – grade	8/5/2018



PORT HOUSTON
THE INTERNATIONAL PORT OF TEXAS™

Alia O'Neill – grade	7/31/2019
----------------------	-----------