



Law Enforcement Telecommunicator

Category: Classified
Pay Grade: C16
Job Code: 10824

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs work involving receipt of law enforcement calls and response to typical situations associated with the emergency/non-emergency telephone caseloads; takes calls, however, as assigned may perform operations tasks in support of 911, radio, and dispatch functions; maintains a calm, professional demeanor while handling a variety of calls; receives and disseminates information via telephone and computer without hesitation; comprehends the nature of any emergency call and routes the call appropriately in accordance with standard operating procedures; uses various types of emergency communications equipment and multiple computer hardware and software applications to accomplish assignments.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Receives telephone calls requesting assistance or information from citizens or emergency service agencies/personnel;
- Screens calls and determines the appropriate actions and initiates action as required by standard operating procedures;
- Translates information into appropriate codes and determines level of priority;
- Implements on-the-job best public safety practices in responding to and handling emergency calls, applying the National Academy of Emergency Medical Dispatch Priority System guidelines;
- Under supervision or in tandem with more senior staff, assists in dispatches of the proper equipment to handle Fire/EMS emergencies and relays information and executes tasks/requests related to these emergencies;
- Maintains accurate records of incoming and outgoing calls by entering information into computer;
- Operates telephone systems, computer-aided dispatch terminals, radio, and associated peripheral communications equipment;
- Trains new telecommunicators;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Six (6) months or more of emergency, tactical, or customer/public contact and complaint experience utilizing telephone communications that includes typing at a reasonable rate of speed; one (1) year or more law enforcement call-taking experience preferred; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.

- Must be at least 18 years of age and successfully obtain and maintain required certifications including, but not limited to; Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 – CJIS Security & Awareness Certification and State of Florida 911 Public Safety Telecommunicator Certification within six (6) months of appointment.
- Rotating shift, weekend, holiday, and overtime schedules.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively, after a candidate meets the minimum qualifications to an in-line career ladder position within the same organization or department.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of automated office equipment, practices, and procedures;
- Knowledge of basic telephone equipment operations and procedures;
- Knowledge of County geography, corporate areas, roadway networks, locations of important attractions, major buildings, subdivisions, and hospitals;
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment;
- Knowledge of legal terminology, grammar, spelling, and math;
- Knowledge of recordkeeping practices and procedures;
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment;
- Ability to apply basic computer applications;
- Ability to distinguish varied pitches of bells, signals, and tones and different colors;
- Ability to hear through a headset while positioned at a work station for an extended period of time;
- Ability to make prompt, accurate decisions during emergency situations;
- Ability to react calmly and secure essential information when dealing with excited persons;
- Ability to simultaneously handle multiple calls/tasks;
- Ability to speak in a clear well-modulated voice and deal with the public in a firm, courteous, tactful, and impartial manner;
- Ability to type at a reasonable rate of speed.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.