



911 Public Safety Telecommunicator 3

Category: Classified
Pay Grade: C24
Job Code: 10832

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 advanced public safety telecommunications work involving the receipt and documentation of routine and non-routine exchanges to typical Fire/EMS/Police 911 emergency calls; performs the full range of 911 operations tasks including radio and dispatch as needed; provides leadership and mentors trainees.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Oversees the immediate floor activity of the Regional 911 Communications Center;
- Provides guidance and support to associates in the execution of their duties;
- Ensures associates implement on-the-job best public safety practices in responding to and handling emergency calls applying the International Academies of Emergency Dispatch protocols;
- Acts in the absence of a supervisor;
- Maintains accurate records of incoming and outgoing calls by entering information into computer;
- Monitors radio transmissions on required radio channels and handles requests made over said frequencies;
- Receives telephone calls requesting assistance or information from citizens or emergency service agencies/personnel;
- Screens calls, determines the appropriate actions, and initiates action as required by standard operating procedures;
- Uses phone location services as needed to appropriately dispatch assistance;
- Dispatches the proper equipment to handle Fire/EMS emergencies, relays information, and executes tasks/requests related to these emergencies;
- Operates telephone systems, computer-aided dispatch terminals, radio, and associated peripheral communications equipment;
- Coordinates with other agencies in relaying or securing information and maintains constant contact with established operating frequencies;
- Participates in recruitment and hiring of new telecommunicators;
- Collaborates with the Training Supervisor in the review, development, maintenance, and implementation of telecommunicator training standards and materials;
- Assists Training Supervisor with classroom training;
- Provides instruction, coaching, and feedback to trainers;
- Conducts remedial training to correct performance deficiencies as directed by the supervisor;
- Trains and mentors new radio operators;
- Conducts quality assurance radio reviews;
- Assists with continuing dispatch education training;
- Identifies work environment issues and makes improvement recommendations;
- Promotes teamwork and positive morale;
- Maintains knowledge of medical terminology;

- Provides training and mentoring to other staff;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

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; State of Florida 911 Public Safety Telecommunicator Certification; Emergency Medical Dispatch Certification from the International Academies of Emergency Dispatch and Emergency Fire Dispatcher (EFD); and Cardiopulmonary Resuscitation (CPR) Certification within six (6) months of appointment; and two (2) years of experience in emergency, tactical, or customer/public complaint experience utilizing radio and/or telephone communications, including performing basic computer applications and typing at reasonable rate of speed, and experience with IAED emergency medical and fire dispatch protocols, which includes one (1) year of experience in public safety telecommunications work that includes training/mentoring new telecommunicators and/or evaluating quality of work/performance measures; 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.
- 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 radio equipment operations and procedures (receiving and transmitting);
- Knowledge of basic telephone equipment operations and procedures;
- Knowledge of public safety software applications;
- 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 police, fire, and medical 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. 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 recordings 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 an environment with crisis situations that require major decisions involving people, resources, and property.