



Job Description

Job Title: Communications Officer

Department: Police Department

Reports To: Lieutenant

SUMMARY:

Answer 9-1-1 emergency and non-emergency calls from the public, the interdepartmental calls from police, fire and ambulance services, and calls from other public safety agencies. Monitor four computer screens, while efficiently gathering, prioritizing, and documenting caller information. Provide callers with the appropriate advice or referral, or initiate police, fire, and/or emergency medical (EMS) services to the caller. All Telecommunicators will be assigned to perform the Data Channel call circle duties for an entire shift on a rotating schedule. Operate Computer Aided Dispatch (CAD), two-way radio, and other sophisticated communications equipment systems. Perform related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following are not to be construed as an exclusive or all-inclusive listing of skills and abilities required to perform the job. Management may delegate other responsibilities as required.

- Receive, prioritize, and often handle multiple, simultaneous emergency and administrative phone calls for assistance, such as but not limited to, car accidents, towed cars, barking dogs, domestic abuse, etc.
- Process complaints and make appropriate referrals on a broad variety of public safety matters, that often require referring to or memorizing detailed reference materials and standard operating procedures, including databases, maps, telephone listings, and other resources.
- Identify, through appropriate and timely questioning of the caller, the nature of the problem. Summarize the critical information for public safety first responders in the computer aided dispatch system using correct grammar, spelling, and punctuation, and refer and classify calls for police/fire/EMS assistance according to the level of response required.
- Access and operate local and state data base systems to verify information as requested.
- Provide administrative public safety information, such as, but not limited to, how to file accident reports, report a crime, find a towed car, etc.
- Receive and transmit public safety information effectively by radio and telephone.

***The City reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment*

SUPERVISORY RESPONSIBILITIES: NA

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

- Must be at least 19 years old with a high school diploma, Florida General Education Development Test (GED), or Out-of-state GED, with transcript of test results.
- Must hold a valid Florida driver's license and as a possible condition of employment, based on city vehicle insurance requirements, maintain no driving violations on or off the job.
- Must be able to operate computer, two-way radio, copier, fax and telephone.
- Must be able to complete call center tests with a score above the cut-off.
- Must be able to work rotating shifts, weekends, holidays and overtime, scheduled and unscheduled.
- NCIC/FCIC certification and 911 certification required within 6 months of employment.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS QUALIFICATIONS:

- Dispatches and monitors the status of deputies on patrol
- Answers 911 calls and relays information in a timely manner
- Receives non-emergency calls and provides information and/or assistance as quickly as possible
- Must have knowledge of jurisdictional boundaries and transfer callers to other jurisdictions as necessary
- Must have the ability to prioritize calls and must have the ability to multi-task
- Must be able to process information received and ask appropriate follow-up questions
- Must be able to handle high stress situations and calm hysterical callers
- Monitors radio traffic
- Obtains information from deputies for NCIC/FCIC checks
- Requires regular and predictable attendance
- Must be able to cooperatively work with coworkers and general public
- Must be able to maintain a constant state of awareness and act in a safe manor
- Must have the ability to follow directives and policies of the agency
- Performs related duties as necessary

PHYSICAL REQUIREMENTS:

Must be able to sit for 7+ hours. Use hands, handle and feel. Must be able to reach with hands and arms. Must be able to hear and understand communications through a telephone and radio. Must have clear vision at 20 inches to view computer monitor and distance vision to view maps. Must have the ability to identify and distinguish colors on a computer monitor and on maps. Must be able to lift 25 pounds.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of records, programs and functions under charge, and mandates and regulations.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors

LANGUAGE ABILITY: Requires the ability to read a variety of records, reports, policy and procedure manuals, codes, professional journals, etc. Requires the ability to read, interpret, and develop policy and procedure. Requires the ability to prepare forms and reports using prescribed formats, and adhering to all rules of grammar, spelling, diction, and punctuation. Requires the ability to communicate effectively in Standard English, and in the various professional languages of the Police Department, as such relates to personnel functions.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes using modern office equipment.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under stress when confronted with frequent deadlines. Requires the ability to exercise consistent tact and courtesy in frequent contact with various professionals, Police Department personnel, and the general public.

WORK ENVIRONMENT: Stressful situations

Employee Acknowledgement

Date

JOB DESCRIPTION

Job Title: Police Dispatch Supervisor: Lieutenant

Essential Job Functions: Police dispatchers are members of law enforcement who answer calls for emergency services in a calm manner. The dispatcher must determine quickly the urgency of the request and dispatch officers to the scene. Close contact with dispatchers allows officers to request additional assistance and other emergency personnel. A police dispatcher receives emergency and non-emergency calls to the police department and directs the appropriate number of police units to the scene. The police dispatcher receives calls from other police agencies and emergency services as well as the public. The calls come into the dispatch via telephone, computer system and radio. A police dispatcher also monitors the location of all police officers on duty. The police department maintains logs of all incoming calls. The dispatcher maintains the log through manual or automated processes.

Positional Tolerances:					
	Never	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comments
Sitting				X	
Standing		X			
Walking		X			
Stair Climbing		X			
Ladder Climbing	X				
Repetitive Bending		X			
Sustained Bending		X			
Overhead Reach			X		
Sustained Reach			X		
Repetitive Reach			X		
Squat		X			
Crouch		X			
Crawl	X				
Kneel		X			
Twist			X		
Push/Pull		X			
Balancing		X			

Circle applicable PDC level of work: SED LIGHT MEDIUM HEAVY VHEAVY

Other Required Tolerances not listed above:

MATERIALS HANDLING

	Occasional	Frequent	Constant	List Items
Lift	10 lbs	lbs	lbs	
Carry	10 lbs	lbs	lbs	
Push	10 lbs	lbs	lbs	
Pull	10 lbs	lbs	lbs	

Comments:

Employee Acknowledgement

Date

Doctor/ Supervisor Signature

Date