



## 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.
- 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.
- Obtains information from deputies for NCIC/FCIC checks
- Dispatches and monitors the status of deputies on patrol

**SUPERVISORY RESPONSIBILITIES:** NA

## QUALIFICATIONS:

### Education and Experience:

- 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.

### Licenses or Certification:

- 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 pass the call center tests.
- NCIC/FCIC certification and 911 certification required within 6 months of employment.

**Special Requirements:**

- Must be able to work rotating shifts, weekends, holidays and overtime, scheduled and unscheduled.

**Knowledge, Skills and Abilities:**

- Ability to answer 911 calls and 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.
- Ability to access and operate local and state data base systems to verify information as requested.
- Ability to operate computer, two-way radio, copier, fax and telephone.
- 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 handle high stress situations and calm hysterical callers
- Ability to cooperatively work with coworkers and general public
- Ability to maintain a constant state of awareness and act in a safe manor
- Ability to follow directives and policies of the agency
- Ability to read and prepare a variety of records, reports, policy and procedure manuals, codes, professional journals, etc.
- Must be adaptable to performing under stress when confronted with frequent deadlines

**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.

*The City has the right to revise this description at any time. This description does not represent in any way a contract of employment.*

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Employee Name (print)

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Employee Signature

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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.

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

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

Other Required Tolerances not listed above:

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**MATERIALS HANDLING**

	<b>Occasional</b>	<b>Frequent</b>	<b>Constant</b>	<b>List Items</b>
<b>Lift</b>	<b>10 lbs</b>	<b>lbs</b>	<b>lbs</b>	
<b>Carry</b>	<b>10 lbs</b>	<b>lbs</b>	<b>lbs</b>	
<b>Push</b>	<b>10 lbs</b>	<b>lbs</b>	<b>lbs</b>	
<b>Pull</b>	<b>10 lbs</b>	<b>lbs</b>	<b>lbs</b>	

**Comments:**

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**Employee Acknowledgement**

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**Date**

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**Doctor/ Supervisor Signature**

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**Date**