

**MAJOR FUNCTION**

This is responsible, specialized, second-level supervisory work involved in the direction and operation of the communications center on an assigned shift or of the Communications Training Officer (CTO) Program coordination. The work includes responsibility for assignment and coordination of the routine activities and direct supervision of the shift supervisors and CTO program, as assigned. Work requires the exercise of sound judgment and proper action in emergency situations and the ability to remain calm and alert throughout an assigned period. Work is performed either under the direction of the Operations Bureau Chief or Professional Standards Chief and is reviewed through observation, conferences, and reports.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, schedules, and assigns work positions, and assists in the training of Shift Supervisors and Public Safety Communications Operators. Oversees and monitors all activities and personnel of the Communications Center during assigned shift. Ensures performance reviews are conducted, and evaluations are completed timely. Ensures that shift staffing is adequate to cover the mandatory positions. Ensures that duty rosters, workstation assignments, section leave and payroll records are completed and maintained. Ensures employees on the shift follow the established policies and procedures. Responsible for relocation of personnel in the event of an evacuation. Acts as liaison between all other emergency responding agencies and the CDA. Attends supervisory meetings to discuss problems, concerns, and to assist in Communications Center operations planning. Ensures objectives are delivered from QA and training goals are achieved. Handles major personnel infractions and refers more serious infractions to the Operations Bureau Chief. May function in an acting capacity for the Operations Bureau Chief. Performs related work as required.

CTO Shift Commander - Manages all aspects of the Communications Training Officer (CTO) program within the Consolidated Dispatch Agency. Coordinates, manages, and reviews the on-the-job training for newly hired Public Safety Communications Operators as they progress through the four stages of OJT training: Call-taking, Fire Radio, Law Radio, and Teletype. Ensures the Communications Training Officers follow agency policies and SOPs as related to the CTO program. Reviews all CTO training material and documentation.

**Other Important Duties**

Attends regularly scheduled meetings. Monitors visitors and conducts tours of the center. Coordinates positions within the communications section to relieve personnel and to fill in when needed. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of the applicable communications system procedures, techniques and regulations. Considerable knowledge of the geography of the area, its road network, surrounding areas and major business locations. Considerable knowledge of rules, regulations, and procedures for dispatching and controlling the work of motorized emergency response equipment and emergency responders. Considerable knowledge of the methods, procedures and practices of operating radio-transmitting equipment. Considerable knowledge of the federal and state teletype computer system. Ability to efficiently schedule the work and training of new employees. Ability to supervise the work of subordinates and to promote cooperative work efforts among them. Ability to elicit complete and accurate information from the public who may be in a distressed or confused state. Ability to understand and express ideas clearly and concisely, orally and in writing. Ability to react quickly and calmly in emergencies. Ability to maintain and develop records and reports. Skills in the efficient operation of communications system equipment. Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate and five years of experience as a Public Safety Communications Operator. One year of experience as a Shift Supervisor within a Public Safety Communications Center is also required.

**Necessary Special Requirements**

Possession of Florida Crime Information Center and National Crime Information Center Full Access certifications at the time of employment or must acquire within the first six months of employment.

Possession of EMD, EFD and EPD Quality Assurance Certifications at time of employment or must acquire within the first six months of employment.

**Physical Requirements:** Work requires long periods of sitting while operating communications and computer technology. Work is performed in a controlled temperature environment.

**Work Conditions:** Must be able to work rotating shifts, including nights, weekends, and holidays, and be available for mandatory overtime, emergency callouts, and disaster response operations.

**Emotional and Psychological Suitability:** Must possess emotional and psychological suitability to perform effectively under stress. Must remain calm, exercise sound judgment, and make critical decisions during life-threatening or high-stress situations.

**Background and Character:** Must successfully complete a comprehensive background investigation, including criminal history, employment verification, and reference checks. Must demonstrate integrity, reliability, and good moral character.

**Drug and Medical Screening:** Must pass a pre-employment drug screening and may be subject to random testing during employment. Must successfully complete medical examinations outlined below to determine fitness for duty.

**Vision:** Must meet corrected visual acuity standard of 20/40 (Snellen) when tested using both eyes together and meet color vision standards.

**Hearing:** Must meet the National Emergency Number Association (NENA) hearing standard, verified through audiometric testing.

**Certification and Training:** Must maintain State of Florida Public Safety Telecommunicator certification (or equivalent), as well as Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and CPR certifications. Must complete all required continuing education and recertification training as mandated by agency policy or state standards.

**Communication and Cognitive Skills:** Must communicate clearly and effectively in English, both verbally and in writing. Must be able to hear, understand, and accurately relay information over radio and telephone systems. Must multi-task, prioritize, and maintain focus in a fast-paced, high-volume, high-stress environment. Must have proficient keyboarding and computer skills for data entry and information retrieval.

Established: 12-10-14  
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