

MAJOR FUNCTION

This is specialized, emergency, public safety, real-time life-threatening, critical decision-making, in addition to, non-emergency, work receiving, screening, prioritizing, and relaying information over a communications system involving multiple lines and channels of transmitting and receiving. Work is performed according to federal, state, local, departmental, and sectional rules, guidelines, regulations, and procedures. Supervision is received from a shift supervisor who reviews work methods and records for accuracy and effectiveness, and for adherence to all requirements.

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

Study and master material, and pass test for required certifications. Read and effectively interpret maps and other related information from computer screens to determine locations and provide directions. On an assigned rotating shift, operates a sophisticated communications system that allows contact with the public, Law Enforcement officers, firefighting personnel, other emergency service agencies, and support departments. Answer and triage medical calls. Answers fire calls for the entire Leon County area and dispatches to both City/County and volunteer fire stations, as well as maintaining a backup card system of all fire run areas and hydrant locations. Determines response requirements, priority of situation, and dispatch to appropriate agency (law enforcement, medical, or fire) according to incident. Operates and monitors several radio frequencies for dispatching Law Enforcement and firefighting personnel which maintains the status of these personnel on various frequencies, their location, assignment, and safety. Answers incoming phone calls on non-emergency lines, including the Telephone Device for the Deaf (TDD), as they relate to routine or emergency calls from citizens; obtains all pertinent information, enters information into a Computer Aided Dispatch (CAD) system to be relayed to the radio dispatch. Answers 911 phone, obtaining pertinent information and relaying information to appropriate agency for law enforcement, medical, or fire assistance. Sends and receives all messages on the NCIC/FCIC computer system which includes, but is not limited to, wanted/missing persons, vehicle information, drivers' license information, entry and cancellation of stolen property and administrative messages to state agencies and out-of-state agencies. Searches the database using the local computer system, Criminal Justice Information System (CJIS), for looking up local warrants for Law Enforcement officers in the field. Maintains logs and files, e.g., rotation, contract, wrecker log, trespass files, restraining order files, and business emergency contact files. Notifies supervisor of all equipment malfunctions, problems, or any calls of a serious, unusual, or life-threatening nature. Performs related work as required.

Other Important Duties

Delivers non-emergency messages. May serve as a communication training officer, training new employees in the communications role and documenting performance, and providing input for continued employment during the formal training period. May serve as acting shift supervisor. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of the geography of the area, its road network, surrounding area and major business and residential complexes and locations. Knowledge of rules, regulations, procedures for public safety dispatching. Knowledge of the methods and procedures of operating radio transmitting and receiving equipment. Knowledge of and skills in the use of the federal, state and county teletype computer systems. Knowledge of the application of basic information as it relates to citizens in crisis. Ability to listen, comprehend and retain job-related information. Ability to prioritize and make fast and accurate decisions. Skills in basic typing. Skills in the use of the computer aided dispatch system and priority dispatch. Skills in the use of the other programs and applications that are necessary for successful job performance. Skills in the operation of radio transmitting and receiving equipment.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and one year (2080 hours) of public contact work that included providing customer service, or successful completion of thirty (30) semester hours or forty-five (45) quarter hours at a college or university.

Successful applicants must be able to react quickly and calmly in emergencies, perform multiple duties simultaneously, maintain a variety of logs, utilize resources efficiently and effectively, and effectively communicate (orally, verbally and in writing) with coworkers, supervisors, and the public.

Necessary Special Requirements

Must possess at the time of appointment, a Public Safety Telecommunication Certificate (State of Florida), FCIC/NCIC Certification, and Priority Dispatch EFD-EMD-EPD Certification or obtain within six (6) months of hire, as a condition for continued employment.

Note: Upon hire, the employee must attend and successfully pass the CDA Training Academy.

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