

MAJOR FUNCTION

This is specialized work receiving, screening, prioritizing, and relaying information over a communications system involving multiple phone lines and a computer aided dispatch system. Work is performed according to departmental and section rules, regulations and procedures. Supervision is received from a shift supervisor who reviews work methods and records for accuracy and effectiveness, and for adherence to rules, regulations and procedures.

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

On an assigned rotating shift, operates a sophisticated communications system that allows contact with the public. Answers fire and EMS calls for the entire Leon County area, as well as maintaining a backup card system of all fire run areas and hydrant locations. 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. 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. Answers and records information for Crime Stoppers phone calls. 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 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. Ability to react quickly and calmly in emergencies. Ability to perform multiple duties simultaneously. Ability to effectively communicate orally, verbally and in writing with coworkers, supervisors and the public. Ability to maintain a variety of logs. Ability to efficiently and effectively utilize resources. Skills in basic typing. Skills in the use of the computer aided dispatch system.

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.

Necessary Special Requirement

Must obtain State of Florida Public Safety Telecommunicator and Dispatcher certification within 12 months of employment.

Established: 06-03-16