

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 the material and pass the test for required certifications.
- Read and effectively interpret maps and other related information from computer screens to determine locations and provide directions.
- Operate a sophisticated communication system that allows contact with the public, law enforcement, firefighting personnel, and medical technicians.
- Answer and triage medical calls as assigned on rotational shifts..
- Answer fire calls for the entire Leon County area and dispatch to both City/County and volunteer fire stations, as well as maintaining a backup card system of all fire run areas and hydrant locations.
- Determine response requirements, priority of situation, and dispatch to appropriate agency (law enforcement, medical, or fire) according to the incident.
- Operate and monitor 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.
- Answer 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.
- Answer 911 phones to obtain relevant information and relay information to appropriate agency for law enforcement, medical, or fire assistance.
- Send and receive all messages on the NCIC/FCIC computer system including, but 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.
- Search local Criminal Justice Information System (CJIS) databases for warrants and other law enforcement information.
- Maintain logs and files, including rotation, contract, wrecker, trespass, restraining orders, and business emergency contact files.
- Notify 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

- Deliver non-emergency messages.
- May serve as a Communication Training Officer, training new employees, documenting performance, and providing input during the formal training period.
- May serve as acting Shift Supervisor.

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, and procedures for public safety dispatching.
- Knowledge of the methods and procedures of operating radio transmitting and receiving equipment.
- Knowledge of and skilled in the use of the federal, state and county teletype computer systems.
- Knowledge of and ability to apply 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 and 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 regionally accredited college or university.

Necessary Requirements

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

SPECIAL REQUIREMENTS

- **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. 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.

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