

911 ADMINISTRATIVE SPECIALIST

Job Code	Pay Grade
10794	CL11

Nature of Work

This is technical work providing support in Public Safety Services Department (PSSD) activities to include customer service, data entry, file processing of 911 records and computer research. An incumbent in this class is responsible for analyzing and evaluating requests or inquiries in order to make technical judgments when providing appropriate information in response to requests. Responsibilities include adherence to the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule to comply with Federal protection for the privacy, review, and auditing of recorded information, as well as adherence to FL Statute 365.171(12) privacy rules for privacy and protection of a 911 caller. An incumbent in this class also assists the PSSD in preparation of State of Florida required reports and is the 911 custodian of records, requiring frequent court appearances. Emphasis is placed upon exhibiting extreme tact and courtesy in handling customers. Decisions are made within established guidelines and procedures, and the incumbent is expected to know what matters require coordination and involvement of more senior staff. The incumbent is expected to work independently by applying available policies, instructions, and guidelines; however, priorities and direction are generally provided by more senior staff for highly sensitive or unusual cases, situations or requests. The incumbent performs standard everyday work assignments independently exercising initiative and judgment based upon technical training and mission specific experience. The position reports to a manager or supervisor.

Minimum Qualification Requirements

- 2 years experience in clerical and administrative support work that includes 1 year customer service and responsibility for response to internal and external requests for public records in a comparable occupation or similar administrative setting; or
- An equivalent combination of education, training, and/or experience.
- Must be at least 18 years of age, obtain, and maintain a Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 – CJIS Security & Awareness Certification within 6 months of appointment.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Provides technical support, organizes and implements internal 911 records management functions and controls.
- Develops procedures and trains staff in 911 software utilization.
- Receives and responds to frequent contacts from the public, law enforcement, fire agencies, and officials.
- Performs department 911 records custodian tasks including responses to subpoenas, giving depositions, and testifying in court.
- Prepares responses and replies to citizens, media, attorneys, law enforcement agencies, and officials on 911 records and information inquiries.
- Provides guidance and information to outside parties on 911 policies, procedures, and operations.
- Retrieves mail from Clerk's Office, time stamps, and distributes among employees.
- Prepares and ships certified mail and packages.
- Maintains security access for 911 Center.
- Coordinates department related facility and parking issues.
- Reviews and redacts confidential information from audio and paper 911 records in compliance with Federal and State of Florida laws, rules, and regulations.

911 ADMINISTRATIVE SPECIALIST (continued)

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Illustrative Tasks (continued)

- Greets visitors, receives and screens telephone calls from citizens or officers requesting assistance or information and initiates appropriate actions.
- Prepares minutes for departmental and other meetings.
- Creates reports for 911 call load.
- Assists in collection of data and preparation of state required reports.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of FL Statute 365.171 pertaining to 911 confidential information.
- Knowledge of FL Statute 401.30 pertaining to EMS privacy.
- Knowledge of FL Statute 119 pertaining to public records.
- Knowledge of Federal Statutes covering HIPAA.
- Knowledge of public safety software applications.
- Knowledge of automated office equipment, practices and procedures.
- Knowledge of legal terminology, grammar, spelling and math.
- Knowledge of recordkeeping practices and procedures.
- Skilled in the application of quality customer service.
- Skilled in the operation of automated office equipment.
- Ability to apply computer applications and software.
- Ability to make and apply decisions in accordance with laws, regulations and procedures.
- Ability to provide information correctly and concisely, both orally and in writing.
- Ability to type with reasonable speed and accuracy.

For official use only

Revised	EEOC Code	Overtime Code
9/14	Administrative Support	Classified