

# 911 PUBLIC SAFETY TELECOMMUNICATOR 1

Job Code	Pay Grade
10826	CL10

## Nature of Work

This is work involving receipt of 911 calls and response to typical situations associated with the emergency/non-emergency telephone caseloads. The incumbent's principle function is call taking; however, as assigned the incumbent may occasionally perform the full range of 911 operations tasks including radio and dispatch. Incumbents do normally perform continuous radio and dispatch tasks independently as is characteristic of 911 Public Safety Telecommunicator 2 incumbents. 911 Public Safety Telecommunicator 2 incumbents perform as radio operators who complete both call taker and radio dispatch functions with minimum guidance and supervision. Incumbents in this class must maintain a calm, professional demeanor while handling a variety of emergency calls. The incumbent is responsible for accurately receiving and disseminating information via telephone and computer without hesitation. Incumbents must quickly comprehend the nature of any emergency call and route the call appropriately in accordance with standard operating procedures. Incumbents use various types of emergency communications equipment and multiple computer hardware and software applications to accomplish assignments. This classification also covers entry (trainee) level work for all emergency and regular call-taking and radio encounters. Work includes the receipt and documentation of routine and non-routine exchanges to typical Fire/EMS/Police 911 emergency calls. Incumbents in this classification must complete the radio operator training program. The typical call taker assignments performed do not include the complexity associated with radio and dispatch responsibilities that require the knowledge and skills required of the more advanced telecommunicators. An incumbent may continue to perform call-taker functions for an indefinite time or non-competitively advance to 911 Public Safety Telecommunicator 2 at the discretion of the appointing authority. The position reports to a supervisor or designee.

## Minimum Qualification Requirements

- 6 months or more of emergency, tactical, or customer/public contact and complaint experience utilizing telephone communications that includes typing at a reasonable rate of speed; or
- An equivalent combination of education, training, and/or experience.
- Must be at least 18 years of age and successfully obtain and maintain required certifications including, but not limited to; Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification; State of Florida 911 Public Safety Telecommunicator Certification; Emergency Medical Dispatch Certification from the National Academy of Emergency Dispatch, and Cardiopulmonary Resuscitation (CPR) 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.
- Rotating shift, weekend, holiday, and overtime schedules.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively, after a candidate meets the minimum qualifications to an in-line career ladder position within the same organization or department.
- 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.)

- Receives telephone calls requesting assistance or information from citizens or emergency service agencies/personnel.
- Screens calls and determines the appropriate actions; initiates action as required by standard operating procedures.

## 911 PUBLIC SAFETY TELECOMMUNICATOR 1 (continued)

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### Illustrative Tasks (continued)

- Implements on-the-job best public safety practices in responding to and handling emergency calls, applying the National Academy of Emergency Medical Dispatch Priority System guidelines.
- Under supervision or in tandem with more senior staff, assist in dispatches of the proper equipment to handle Fire/EMS emergencies; relays information and executes tasks/requests related to these emergencies.
- Maintains accurate records of incoming and outgoing calls by entering information into computer.
- Operates telephone systems, computer-aided dispatch terminals, radio and associated peripheral communications equipment.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of automated office equipment, practices, and procedures.
- Knowledge of basic telephone equipment operations and procedures.
- Knowledge of county geography, corporate areas, roadway networks, locations of important attractions, major buildings, subdivisions and hospitals.
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment.
- 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 basic computer applications.
- Ability to distinguish varied pitches of bells, signals, and tones and different colors.
- Ability to hear through a headset while positioned at a work station for an extended period of time.
- Ability to make prompt, accurate decisions during emergency situations.
- Ability to react calmly and secure essential information when dealing with excited persons.
- Ability to simultaneously handle multiple calls/tasks.
- Ability to speak in a clear well-modulated voice and deal with the public in a firm, courteous, tactful and impartial manner.
- Ability to type at a reasonable rate of speed.

For official use only

Revised	EEOC Code	Overtime Code
9/14	Administrative Support	Classified