

911 PUBLIC SAFETY TELECOMMUNICATOR 2

| Job Code | Pay Grade |
|----------|-----------|
| 10830 | CL12 |

Nature of Work

This is telecommunications work processing Fire/EMS/Police emergency 911 calls and dispatching Fire/Emergency Management Services (EMS) equipment. The incumbent is required to be an expert in all 911 policies, procedures, and programs. The incumbent may provide leadership and mentor trainees, as well as handle other staff assigned tasks. The incumbent multi-tasks in call taking; however, radio and dispatch duties are performed a substantial amount of the time. Incumbent may provide leadership and back up to both trainees as well as other staff assigned standard call taker assignments, but not radio and dispatch authority. Incumbents in this class must maintain a calm, professional demeanor while handling a variety of potentially life-threatening emergency calls. Also responsible for accurately receiving and disseminating information via telephone, radio dispatch and computer monitors while simultaneously performing associated duties without hesitation. Incumbent must quickly comprehend the nature of the emergency and route calls appropriately in accordance with standard operating procedures. Incumbents use several types of emergency communications equipment and multiple computer hardware and software applications to accomplish these tasks. Incumbents in this classification are responsible for making independent decisions regarding the dispatch of the proper equipment to handle Fire/EMS emergencies; relays information and executes tasks/requests related to these emergencies. The position reports to a supervisor or designee.

Minimum Qualification Requirements

- 1 year experience in emergency, tactical, or customer/public complaint experience utilizing radio and/or telephone communications, including some experience performing basic computer applications and typing at 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 six (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.)

- 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.
- Ensures subordinates implement 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.
- Dispatches 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.
- Monitors radio transmissions on required radio channels; handles requests made over said frequencies.
- Operates telephone systems, computer-aided dispatch terminals, radio and associated peripheral communications equipment.
- Performs related work as assigned or required.

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Knowledge, Skills, and Abilities

- Ability to type at a reasonable rate of speed.
- Knowledge of automated office equipment, practices, and procedures.
- Knowledge of basic radio equipment operations and procedures (receiving/transmitting).
- 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.

For official use only

| Revised | EEOC Code | Overtime Code |
|---------|-------------|---------------|
| 9/14 | Technicians | Classified |