Nature of Work
This is advanced public safety telecommunications work in a career ladder. The incumbent is required to be an expert in the processing Fire/EMS/Law Enforcement calls for emergency and non-emergency public safety assistance and dispatching Fire/Emergency Medical Services (EMS) equipment. The incumbent must be knowledgeable of all 911 center procedures. The incumbent will provide leadership, guidance and support to all telecommunicators working in the Center on a day-to-day basis. Incumbents in this classification are responsible for making independent decisions regarding the dispatch of the proper equipment to handle Fire/EMS emergencies, relaying information and executing tasks/requests related to these emergencies and may assist others with decision-making. The incumbent will be responsible for operational decisions in the absence of a supervisor. The incumbent performs call taking, radio and dispatch duties and serves as a mentor, providing guidance to those in the lesser telecommunicator positions. Incumbents in this class must maintain a calm, professional demeanor while handling a variety of potentially life-threatening emergency calls. Incumbents operates a variety of telecommunications equipment including radio, telephone, and computer aided dispatch systems and software applications to accomplish these tasks. The position reports to a supervisor or designee.

Minimum Qualification Requirements
• Two years experience in emergency, tactical, or customer/public complaint experience utilizing radio and/or telephone communications, including performing basic computer applications and typing at reasonable rate of speed, and experience with IAED emergency medical and fire dispatch protocols, which includes 1 year experience in public safety telecommunications work that includes training/mentoring new telecommunicators and/or evaluating quality of work/performance measures; or
• An equivalent combination of education, training, and/or experience.
• Must be at least 18 years of age and possess the following certifications on the date of application, and maintenance thereafter:
  • State of Florida 911 Public Safety Telecommunicator certification;
  • IAED Emergency Medical Dispatcher (EMD) and Emergency Fire Dispatcher (EFD) certifications;
  • Cardiopulmonary Resuscitation (CPR) certification;
  • Criminal Justice Information Systems certification

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.
• 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.)
• Oversees the immediate floor activity of the Regional 911 Communications Center.
• Provides guidance and support to associates in the execution of their duties.
• Ensures associates implement on-the-job best public safety practices in responding to and handling emergency calls applying the International Academies of Emergency Dispatch protocols.
• Acts in the absence of a supervisor.
• 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.
Illustrative Tasks  (continued)

- 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.
- Dispatches the proper equipment to handle Fire/EMS emergencies; relays information and executes tasks/requests related to these emergencies.
- Operates telephone systems, computer-aided dispatch terminals, radio and associated peripheral communications equipment.
- Coordinates with other agencies in relaying or securing information and maintains constant contact with established operating frequencies.
- Participates in recruitment and hiring of new telecommunicators.
- Collaborates with the Training Supervisor in the review, development, maintenance and implementation of telecommunicator training standards and materials
- Assists Training Supervisor with classroom training.
- Provides instruction, coaching and feedback to trainers.
- Conducts remedial training to correct performance deficiencies as directed by the supervisor.
- Trains and mentors new radio operators.
- Conducts quality assurance radio reviews.
- Assists with continuing dispatch education training.
- Identifies work environment issues and makes improvement recommendations.
- Promotes teamwork and positive morale.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- 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 public safety software applications.
- 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 police, fire and medical terminology, grammar, spelling, and math.
- Knowledge of recordkeeping practices and procedures.
- Skill in the application of quality customer service.
- Skill 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 provide information correctly and concisely, both orally and in writing.
- Ability to type with reasonable speed and accuracy.