

Title: Emergency Communication Specialist

Class Code: 6060

PG: 33

Date: 09/08

Status: Civil Service

Position Reports to: Emergency Communications Supervisor

Department: Police

GENERAL DESCRIPTION OF CLASS:

This is skilled telecommunications work of more than average difficulty in the operations of equipment associated with a consolidated Public Safety Communications Center and enhanced 911 Public Safety Answering Point. Work involves the responsibility of operating equipment to receive and/or respond to emergency and non-emergency requests for assistance/information on a shift in a seven (7) day per week, twenty-four (24) hour per day operation. The nature of this work requires the exercising of initiative, using independent and sound judgement in handling emergency situations and the ability to function calmly under extreme stress in potential life threatening situations.

ESSENTIAL FUNCTIONS:

1. Operates a multi-line telephone to answer incoming calls, interviews callers to determine nature of request, classifies the request and determines the response needed.
2. Contacts ambulance service, hospitals, wrecker service and other agencies.
3. Directs calls to proper departments and answers routine questions.
4. Operates a complex Computer Aided Dispatch System, which functions for both Police and Fire Emergency Response, handling approximately five hundred (500) calls for service daily.
5. Operates the Florida Crime Information Center (FCIC) computer terminal to access other agencies, obtain information, or input information pertaining to ongoing investigations.
6. Operates a radio console to inform/dispatch the proper Police/Fire personnel and equipment to scenes of emergencies or crime.
7. Utilizes the Computer Aided Dispatch System to notify the dispatch of request for service, to maintain control and to record the activities of all dispatches or calls for service.
8. Trains newly hired personnel that have been assigned to them and submits weekly written evaluations.
9. Operates an enhanced 911 Public Safety Answering Point position maintaining all required logs, records, and forms, and assists in submitting all required reports according to federal and state law.
10. Makes decisions that could affect lives and property. These decisions are based on knowledge of city, state, and federal law.

ADDITIONAL RESPONSIBILITIES:

1. May serve as the Emergency Communications Supervisor in his/her absence.
2. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of public safety organizations and operations.
2. Knowledge of the operating characteristics, practices and procedures of the equipment associated with a Public Safety Communications Center/Enhanced 911 Public Safety Answering Point.
3. Knowledge of human relations and established practices as applied to the work force.
4. Knowledge of general office equipment and telephone practices, procedures and equipment.
5. Knowledge of the names and locations of streets and principle buildings in the City, or the ability to rapidly acquire such knowledge in a reasonable period of time.
6. Ability to deal effectively and harmoniously with other employees, agencies and the public.
7. Ability to interpret and apply written policies and oral directives.
8. Ability to keep records and perform routine clerical work.
9. Ability to learn, within a reasonable period, the applicable procedures, techniques and regulations involved in the operations of a Police/Fire Communications Center.

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10. Ability to operate a two-way radio system and communicate effectively with personnel in the field.
11. Ability to establish and maintain effective relationships with other employees, agencies and the public.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.
The job risks exposure to operate under adverse and emergency conditions.
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent.
2. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.