

MAJOR FUNCTION

This is specialized work receiving, screening, prioritizing, and relaying information over a communications system involving multiple lines and channels of transmitting and receiving. Work is performed according to departmental and section rules, regulations and procedures. Supervision is received from a shift supervisor who reviews work methods and records for accuracy and effectiveness, and for adherence to rules, regulations and procedures.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

On an assigned rotating shift, operates a sophisticated communications system that allows contact with the public, police officers, firefighting personnel, other emergency service agencies, and support departments. Answers fire calls for the entire Leon County area and dispatches to both City/County and volunteer fire stations, as well as maintaining a backup card system of all fire run areas and hydrant locations. Operates and monitors several radio frequencies for dispatching police officers and firefighting personnel which maintains the status of these personnel on various frequencies, their location, assignment, and safety. Answers incoming phone calls on non-emergency lines, including the Telephone Device for the Deaf (TDD), as they relate to routine or emergency calls from citizens; obtains all pertinent information, enters information into a Computer Aided Dispatch (CAD) system to be relayed to the radio dispatch. Answers 911 phone, obtaining pertinent information and relaying information to appropriate agency for law enforcement, medical, or fire assistance. Sends and receives all messages on the NCIC/FCIC computer system which includes, but is not limited to, wanted/missing persons, vehicle information, drivers' license information, entry and cancellation of stolen property and administrative messages to state agencies and out-of-state agencies. Searches the database using the local computer system, Criminal Justice Information System (CJIS), for looking up local warrants for police officers in the field. Maintains logs and files, e.g., rotation, contract, wrecker log, trespass files, restraining order files, and business emergency contact files. Notifies supervisor of all equipment malfunctions, problems, or any calls of a serious, unusual, or life threatening nature. May serve as a communications training person, training new employees in the communications role and documenting performance, and providing input for continued employment during the formal training period. Performs related work as required.

Other Important Duties

Delivers non-emergency messages. Answers and records information for Crime Stoppers phone calls. Makes correction to reports from previous activities to other agencies, other department divisions including Records, CID, MCI and others. Monitors various alarms for Governor's Mansion, Vice, Property, panic alarms and building fire alarms. May serve as acting shift supervisor. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of the geography of the area, its road network, surrounding area and major business and residential complexes and locations. Knowledge of rules, regulations, procedures for public safety dispatching. Knowledge of the methods and procedures of operating radio transmitting and receiving equipment. Knowledge of the federal, state and county teletype computer systems. Knowledge of the application of basic information as it relates to citizens in crisis. Ability to listen, comprehend and retain job-related information. Ability to prioritize and make fast and accurate decisions. Ability to react quickly and calmly in emergencies. Ability to perform multiple duties simultaneously. Ability to effectively communicate orally, verbally and in writing with coworkers, supervisors and the public. Ability to maintain a variety of logs. Ability to efficiently and effectively utilize resources. Skills in basic typing. Skills in the use of the computer aided dispatch system. Skills in the use of the federal, state and county teletype computer systems and the other programs and applications that are

necessary for successful job performance. Skills in the operation of radio transmitting and receiving equipment.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and one year (2080 hours) of public contact work that included providing customer service, or successful completion of thirty (30) semester hours or forty-five (45) quarter hours at a college or university.

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