



Seminole County Sheriff's Office

SR COMMUNICATIONS SPECIALIST (911 CALL-TAKER)

Class Spec Code: 1050

Established Date: 05/12/2023

Last Revised Date: 06/02/2023

Effective: 07/06/2023

Salary Range

\$18.15 - \$27.23 Hourly

Bargaining Unit

N/A

EEO

EEO4-Technicians

Occupational Group

N/A

FLSA

Non-Exempt

Benefit Code

FT BENEFITS

Physical Class

PSYCH

Classified Service

Yes

General Description

Technical work in the operation of enhanced 911 emergency communication systems and computer-aided dispatch systems.

Typical Duties

Note: Listed functions, duties, responsibilities and skills is not intended to be all-inclusive and the employer reserves the right to assign additional responsibilities as deemed necessary for the operational efficiency of the Sheriff's Office.

Receives all incoming telephone calls for emergency law enforcement and Fire Rescue services within unincorporated Seminole County and designated cities. Routes calls to the proper authority, including processing Telecommunications Device for the Deaf (TDD) calls.

Receives incoming non-emergency calls and routes to the proper authority or

provides caller with requested information.

Receives complaints over the telephone; secures appropriate information from the caller; refers complaint via computer system to the dispatcher for processing.

Relays information and messages to field personnel as required. Responds to inquiries from field personnel as to vehicle license tags, driver's license information, vehicle registrations, warrants, names, criminal histories, and special services information such as wrecker services, technicians, and K-9 support.

Utilizes cross-reference materials and documents for transmittal of accurate locations.

Assist in the training of new hires.

Minimum Qualifications

- Five (5) years of continuous service at SCSO as a Communications Specialist
- Must have Meets Standards or higher overall on the most recent Performance Evaluation
- Must have no verbal or written reprimands within the last year to include formal corrective action plans
- Must be current with Certifications, which include:
 - 911 Public Safety Telecommunicator Certification
 - FCIC/NCIC Limited Access Certification
 - CTO Certification
- Must have actively trained a new hire within the most recent six (6) months
- Acceptable call productivity performance based on most recent six (6) months'

average

- Met Agency's call answering standard, add event (45 seconds) for recent six (6) months
- Must possess and maintain a valid Florida Driver's License

Knowledge, Skills, Abilities & Other

Regular and prompt attendance is mandatory in the performance of an employee's duties for this position, to include scheduled work hours, and required training activities, calls for mandatory overtime needs and calls for service during times of an emergency.

Knowledge of county geography.

Knowledge of telephone answering techniques. Knowledge of governmental agencies and community service agencies at a sufficient level to direct callers to the appropriate authority.

Ability to communicate verbally in a distinct, clear, concise, controlled, and pleasant manner in a wide variety of circumstances with good diction in a well-modulated voice. Ability to type at sufficient speed to accurately complete information for computer-aided dispatch system. Ability to simultaneously communicate interpret and enter data into a computer terminal with speed and accuracy. Ability to understand oral and written instructions.

Ability to react quickly and calmly in a variety of life-threatening and emergency situations. Ability to sit for long periods of time. Ability to wear department issued headset equipment. Ability to work any

shift. Ability to handle irate and hysterical callers in a calm, courteous, and professional manner. Ability to work under stress and exercise discretion and independent judgment in a variety of situations. Ability to establish and maintain effective working relationships with co-workers, supervisors, and an economically and ethnically diverse general public.

WORKING CONDITIONS

The work environment for this position is in a high volume call center. The incumbent generally performs work in a sedentary position and wearing a headset is required. Incumbents may be exposed to information that may be violent in nature. The incumbent may be required to work any schedule that fulfills the needs of the position.

PHYSICAL ATTRIBUTES REQUIREMENTS

Mobility-Frequent sedentary work; constant use of a computer

Visual-Constant overall vision; constant color perception, constant eye-hand coordination; constant depth perception; frequent reading/close-up work; constant field of vision/peripheral

Dexterity-Frequent repetitive motion and reaching; Foot and hand coordination

Hearing/Talking-Constant requirement to hear normal speech; constant hearing on telephone and radio; ability to hear faint sounds; constant talking on telephone/radio

Emotional/Psychological-Potential telephone contact with hostile individuals; exposure to emergency situations; may be exposed to trauma, grief and death; frequent public contact; decision-making and concentration

Special Requirements-Ability to behave respectably and with utmost integrity even when off duty. Shift work (days or nights) with rotating days off including working weekends, nights, holidays, and/or overtime; May be required to respond for any critical incident, manmade or natural