



## Seminole County Sheriff's Office

### SR PUBLIC SAFETY TELECOMMUNICATOR

Class Spec Code: 1070

Established Date: 10/15/2020

Last Revised Date: 05/12/2023

Effective: 07/06/2023

#### Salary Range

\$21.97 - \$32.96 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 communications system and computer aided dispatch system. Data entry and retrieval of teletype information.

#### 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, fire, and rescue services for unincorporated Seminole County and designated cities and routes call to the proper authority, including processing Telecommunication 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.

Maintains communications with all law enforcement and other emergency units operating within the boundaries of Seminole County. Monitors, receives and broadcasts calls on multiple radio frequencies; dispatches required units according to established procedure.

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. Enters, retrieves, and cancels information in the County, State, and National computer systems.

Performs routine clerical functions as assigned; maintains various division logs, records, and reports as assigned; utilize cross-reference materials and documents for transmittal of accurate locations

May serve in the capacity of Communications Training Officer or Assistant Shift Supervisor as assigned.

Performs teletype functions; validates, enters, receives, queries, modifies, confirms and cancels information in the county, state and national computer systems. Requests dental records for

missing/endangered individuals and updates Café for located missing juveniles.

### **Minimum Qualifications**

- Five (5) years of continuous service at SCSO as a Public Safety Telecommunicator
- 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 have obtained CTO Certification, and performed as a trainer
- Must demonstrate proficient knowledge in eAgent Applications, FCIC/NCIC rules and regulations, and all other communications equipment used daily
- Must consistently demonstrate exceptional performance standards and provide quality customer service
- Demonstrate acceptable call productivity performance based on six (6) month average
- Consistently met or exceeded add event and dispatch time of 45 seconds
- Demonstrated the ability to take on a leadership role and mentor other employees in the Communications Center
- 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.

Extensive knowledge of N/FCIC and teletype functions; of county geography; of telephone answering techniques, radio dispatching policies and procedures; of governmental agencies and community service agencies at a sufficient level to direct callers to the appropriate authority. Knowledge of training techniques.

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 simultaneously communicate, interprets communications, and enters data into a computer terminal with speed and accuracy; to understand oral and written instructions; to react quickly and calmly in a variety of life threatening and emergency situations; to handle irate and hysterical callers in a calm, courteous, and professional manner; to work under stress and to exercise discretion and independent judgment in a variety of situations; 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 the wearing of 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. To wear required headset; 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