

MAJOR FUNCTION

This is responsible, specialized and supervisory work involved in the direction and operation of the communications center on an assigned shift. The work includes responsibility for assignment and coordination of the routine activities of the center. Acts as a role model while training employees in the operations of the communications system. Work requires the exercise of sound judgment and proper action in emergency situations and the ability to remain calm and alert throughout an assigned period. Work is performed under the direction of a Shift Commander and is reviewed through observation, conferences, and reports.

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

Plans, schedules, assigns work positions and assists in the training of Public Safety Communications Operators. Supervises and monitors all activities and personnel of the Communications Center during assigned shift. Answers questions and guides members on proper courses of action. Makes recommendations on training needs to the Training Coordinator. Conducts performance reviews and evaluations. Assures that shift staffing is adequate to cover the mandatory positions. Assures that each work position is properly supplied with forms and other necessary equipment. Assures that employees on the shift follow the established policy and procedures. Assigns break times for mid- shift and mealtimes. Records needed repairs and makes sure that service representatives have been called. Maintains several logs dealing with the Communications Center operation. Acts as liaison between all other emergency responding agencies and the CDA in the absence of the Shift Commander. Attends supervisory meetings to discuss problems, concerns, and to assist in Communications Center operations planning. Checks information entered into the National Crime Information Center (NCIC) and the Florida Crime Information Center (FCIC) for accuracy and format and sees that proper logs are maintained which accompany this function. Conducts performance evaluations and recommends approval or disapproval of merit increases. Handles minor personnel infractions and refers more serious infractions to Shift Commander. Monitors all CAD and radio transmissions. May function in an acting capacity for the Shift Supervisor II. Performs related work as required.

Other Important Duties

Attends regularly scheduled meetings. Monitor visitors and conducts tours of the center. Works positions within communications section to relieve personnel and to fill in when needed. Assures daily housekeeping of the Communications Center is performed. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the applicable communications system procedures, techniques, and regulations. Considerable knowledge of the geography of the area, its road network, surrounding areas and major business locations. Considerable knowledge of rules, regulations, and procedures for dispatching and controlling the work of motorized equipment, police officers and firefighters. Considerable knowledge of the methods, procedures and practices of operating radio-transmitting equipment. Considerable knowledge of the federal and state teletype computer system. Ability to efficiently schedule the work and training of new employees. Ability to supervise the work of subordinates and to promote cooperative work efforts among them. Ability to elicit complete and accurate information from the public who may be in a distressed or confused state. Ability to understand and express ideas clearly and concisely, orally and in writing. Ability to react quickly and calmly in emergencies. Ability to maintain and develop records and reports. Skills in the efficient

operation of communications system equipment. Skill in the use of microcomputers and the programs and applications necessary for successful job performance. Current or previous Communications Training Officer preferred but not required.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of experience as a Public Safety Communications Operator. Must have successfully completed training on all four positions (call taker, fire dispatch, teletype, and law dispatch).

Necessary Special Requirements

Completion of the selected service registration is a mandatory requirement for employment with the CDA. Employment is contingent upon successful registration and verification where required.

Possession of Florida Crime Information Center and National Crime Information Center Full Access certifications at the time of employment or must acquire within the first six months of employment.

Possession of EMD, EFD and EPD Quality Assurance Certifications at time of employment or must acquire within the first six months of employment.

Physical Requirements: Work requires long periods of sitting while operating communications and computer technology. Work is performed in a controlled temperature environment.

Work Conditions: Must be able to work rotating shifts, including nights, weekends, and holidays, and be available for mandatory overtime, emergency callouts, and disaster response operations.

Emotional and Psychological Suitability: Must possess emotional and psychological suitability to perform effectively under stress. Must remain calm, exercise sound judgment, and make critical decisions during life-threatening or high-stress situations.

Background and Character: Must successfully complete a comprehensive background investigation, including criminal history, employment verification, and reference checks. Must demonstrate integrity, reliability, and good moral character.

Drug and Medical Screening: This position is designated as safety-sensitive under Florida's Drug-Free Workplace requirements. Applicants for this position must pass a pre-employment drug screening and employees are subject to random drug testing during employment.

Applicants must successfully complete the medical examinations outlined below to determine fitness for duty as it relates to the ability to perform job functions:

- Vision: Must meet corrected visual acuity standard of 20/40 (Snellen) when tested using both eyes together and meet color vision standards.
- Hearing: Must meet the National Emergency Number Association (NENA) hearing standard, verified through audiometric testing.
- Psychological Suitability: The candidate must successfully complete a suitability evaluation conducted by a contracted psychologist to assess emotional and psychological fitness for the position.

Certification and Training: Must maintain State of Florida Public Safety Telecommunicator certification (or equivalent), as well as Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and CPR certifications. Must complete all required continuing education and recertification training as mandated by agency policy or state standards.

Communication and Cognitive Skills: Must communicate clearly and effectively in English, both verbally and in writing. Must be able to hear, understand, and accurately relay information over radio and telephone systems. Must multi-task, prioritize, and maintain focus in a fast-paced, high-volume, high-stress environment. Must have proficient keyboarding and computer skills for data entry and information retrieval.

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