

POSITION TITLE: COMMUNICATIONS DISPATCHER I

POSITION # 1201

RANGE: 16

SUPERVISORY: NO

TAXING AUTHORITY: COUNTY COMMISSION

DEPARTMENT: Sheriff (Support Division)

Salary Range: \$11.59 Hourly \$24,107.20 Yearly

GENERAL DESCRIPTION: Public safety communications work in operating radios, telephones and computer. Answering calls for assistance and dispatching.

ESSENTIAL JOB FUNCTIONS: Essential functions are fundamental job duties. They do not include marginal tasks which are also performed but are incidental to the primary functions. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position, nor does every position allocated to the class necessarily perform every duty listed. Personal characteristics required of all employees, such as honesty, industry, sobriety and the ability to get along with others, are presumed qualities and may not be listed specifically.

Answers switchboard, transfers calls and takes messages;
Answers 911 calls taking information and entering into CAD system;
Assigns complaints to officers and maintains current status of officers;
Processes inquiries regarding registrations, warrants, jail information, business complaints and house watches;
Monitors radio channels and alarms;
Operates NCIC/FCIC system for inquiry regarding persons, vehicles, boats and articles;
Performs radio paging via Sheriff's paging system;
Operates Teletype and office machines;
Maintains logs and records of work;
Works shift work to include nights and days on twelve (12) hour shifts;
Performs related duties as required.

ESSENTIAL PHYSICAL SKILLS: Must be able to operate switchboard, radio, computer and perform data entry; eyesight correctable to 20/30; normal hearing with or without a hearing aid; communicate both orally and in writing; sit for long periods of time; work shift work.

ENVIRONMENTAL CONDITIONS: Inside an environment which is often under emergency and stressful situations. This is law enforcement dispatch work requiring the operation of two-way radio transmitting equipment in a central communications network. This job requires rotating shift work and twelve (12) hour shifts to include night and day hours. There are long hours of sedentary sitting and/or may stand in assigned area.

KNOWLEDGE OF: Geography and street locations of the county; general radio language; two-way radio systems; telecommunications; computers.

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ABILITY TO: Gain knowledge of procedures used in dispatching; communicate effectively with public and officials under emergency conditions; orient, read and utilize a map or ATLAS using the grid system; give clear, concise directions between geographic points; perform multiple functions simultaneously; gain knowledge of codes, signals and operations of telecommunications system; Federal Communications Commission rules and regulations; manage situations involving high stress; as a condition of continued employment, the ability to successfully pass a structured training program which monitors the way you handle stressful emergency communications during a probationary period; elicit information necessary for proper dispatching from citizens in a distressed or confused condition; assess people and situations and use judgment in decision making; speak clearly, distinctly and politely; access, input and retrieve information from a computer.

SKILLS: Computer; communication skills used on a radio network.

MINIMUM QUALIFICATIONS: Graduation from high school or GED. Type 35 wpm.

ADDITIONAL: Applicants will be subjected to an intensive interview as a measure of their ability to cope with stressful situations. Applicants must successfully pass a 2 week phased training curriculum after appointment. Must submit to and pass a physical examination including drug screening. Must complete and pass NCIC/FCIC terminal course within six months of hiring. Must complete and successfully pass 911 Public Safety Communications Course (including test).

Effective immediately, all applicants for position with the Santa Rosa County Sheriff's Office must agree to start and maintain "Direct Deposit" for pay while employed with the agency.

Effective June 1, 2009, all applicants applying for positions with the Santa Rosa County Sheriff's Office must be "Tobacco Free" for six (6) months prior to the application process and remain tobacco free while employed with the Sheriff's Office. Any tobacco use while employed will result in termination of employment.

IMPORTANT NOTE:

A typing test is required for this position. Please visit CareerSource Escarosa for your free 5 minute typing test in a stress free environment. Simply take the 5 minute test, print the results and have a Workforce employee date stamp the test along with a signature. This form should be submitted prior to interviews.

http://www.workforceescarosa.com/milton_one-stop.html

Amended: 01/03/2011