



Job Description

Communications Officer

Pay Grade: G05

Employment Status: Full-Time

FLSA Status: Non-exempt

Experience Required: Minimum one (1) year of experience in the use of a two-way communication telephone system or related experience and/ or training; Public safety Telecommunications State Certification. National Crime Information Center Certifications, Florida (NCIC).

Minimum Education Requirements: High School Diploma or G.E.D.

Department: Police.

Direct Supervisor: Communications Supervisor.

Supervisory Responsibility: Direct (x); Indirect (x)

Primary Work Location: Police Command Center.

Certification: NCIC (National Crime Information Center/ FCIC (Florida Crime Information Center) certification within 30 days of hire. Obtain State telecommunications certification from the Department of Health within three (3) months of hire.

Job Summary: Performs responsible specialized work dispatching police units to emergencies, assisting the public, providing information to officers through State-wide computer systems and complaint desk activities.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Receive incoming 911, non-emergency, and administrative calls, obtain essential data, evaluate the situation, and take appropriate response; prioritize calls under pressure.
- Respond to complaints and handle upset or hostile persons on telephone or at the communications counter.
- Access, input, and retrieve information from a computer; monitor multiple computer screens.
- Maintain updated information and enter into database.
- Monitor and use the public safety radio to communicate with Police Department personnel.
- Maintain a wide variety of records and logs; file documents and records.
- Write supplemental reports as required.
- Maintain security of the communications room.
- Operate radio communication or computer equipment in the emergency command center during disasters or mobilizations.
- Research officer requests for information and provide valid up to date information.
- **Training of new employees**
- Perform minor maintenance tasks related to communications equipment.
- Assist walk-ins, handle cash, and write receipts as needed.
- Maintain required certifications for the position.
- Perform other job duties as assigned.



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Knowledge, Skills, and Abilities (KSA's) for Position

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Operating characteristics of communications equipment.
- Functions, procedures, policies and regulations of the communications system and of the Police Department.
- City streets and landmarks.

Skills

- Strong written and oral communications and relational skills.
- Public relations and customer service.
- Operation of communication and retrieval equipment.
- Efficient operation of the communication and retrieval equipment in the system.
- Follow and relay oral and written instructions, policies and procedures.

Abilities

- Elicit information from citizens who are distressed or in a confused state, necessary for proper dispatching.
- Assess people and situations and use judgment in decision making.
- Establish and maintain effective working relations with co-workers and the general public.
- Speak clearly, distinctly, and politely under stressful circumstances.
- Access, input, and retrieve information from a computer.
- Perform routine clerical functions.

Physical Demands

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.



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- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Talking 2: Shouting in order to be heard above ambient noise level.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Visual Acuity 2: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.

Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.

I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date