



Job Description

Communications Trainee

Pay Grade: G04

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. Public Safety Telecommunications Stater Certification. National Crime Information Center Certification, Florida (NCICF).

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: Works inside in an office setting in stressful situations.

Certification: Valid State of Florida driver's license. State of Florida 911 Public Safety Telecommunicator state certification must be secured within one (1) year.

Job Summary: Performs responsible specialized work in a training capacity, 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 calls, obtain essential data, evaluate the situation, and take appropriate response.
- Respond to complaints and handle upset or hostile persons on telephone or at the communications counter.
- Maintain updated information and enters into database.
- Operate radio communication or computer equipment in the emergency command center during disasters or mobilizations.
- 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.
- Access, input, and retrieve information from a computer.
- Perform other job duties as assigned.

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.



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- 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 equipment.
- Efficient operation of the communication and retrieval equipment in the system.
- Follow and relay complex oral and written instructions, policies and procedures.
- Operate a variety of office equipment, including computer terminal, printer, calculator, fax, typewriter, and copier.

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.
- 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.
- 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.



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- 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.
- Visual Acuity 3: Have visual acuity to operate motor vehicles and/or heavy equipment.

**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.

Signatures / Date

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