

MONROE COUNTY SHERIFF'S OFFICE

CLASS TITLE: COMMUNICATION OFFICER

Pay Range: 11
Exempt: No
Shift: 12 HR w/o Holidays

This position is classified as a critical position and involves receiving incoming calls and interpreting emergency and non-emergency communications through a wide variety of communications equipment. Relaying information in the dispatch of deputies and other emergency service units, including providing pre-arrival instructions for Emergency Medical Dispatching. Individuals in this classification perform advanced specialized work in monitoring frequencies and dispatch equipment. An Individual must exercise reasonable initiative and independent judgement in advising citizens and determining appropriate action to be taken. Work involves numerous contacts with members of the Sheriff Office, as well as the public; some contacts with the public may be difficult requiring the communicator to use considerable skill and tact. The work involves maintaining radio communications with Sheriff's Deputies, Ambulance and Fire units, and Florida Highway Patrol. Work is performed independently under the general direction of a Communications Supervisor.

QUALIFICATIONS REQUIRED

Any combination of education and experience equivalent to graduation from high school is required. Successful completion of a formal 16 week training program or possibly longer for the training. Pass and maintain FCIC/NCIC, CPR, and EMD Certifications. Working knowledge of Windows operating system. Type at least 35 wpm and successfully pass the pre-test and questionnaires. Ability to exercise independent judgement to apply facts and principles to problem resolution.

JOB COMPLEXITY

Position requires individual to apply working knowledge of Sheriff's Office. Knowledge of emergency medical procedures and resources. Protocol for pre-arrival medical instructions. Ability to conduct searches in FCIC/NCIC system. Requires the ability to evaluate, audit, deduce, and/or assess data and information. Exercise discretion in determining actual or probable consequences. Ability to perform multi-tasks accurately, efficiently, and simultaneously.

CONSEQUENCE OF ACTIONS

Responds to emergency 911 calls, provide pre-arrival instructions for medical emergencies, and dispatches units to appropriate locations. Accuracy of information imperative. Inaccurate location for officers, medics, or fire can result in deadly consequences. Inaccurate pre-arrival information on medical calls can have deadly results. Failure to ascertain pertinent information and provide that information to the officer hinders the officer's safety upon arrival. Inaccurate queries or interpretation of wanted information from computer replies can result in false arrests, leading to civil lawsuits. Failure to monitor and document radio and phone traffic correctly can result in officer and private citizen safety issues. Frequently handles court subpoenas for case trails.

ASSETS

Work does not require responsibility for assets.

WORK CONTROLS

Work is performed independently and requires the individual to exercise independent judgement, under the direction of a Communication Supervisor.

PERSONAL CONTACTS

Position involves numerous contacts with the public in answering 911an Sheriff Office. Requires pre-arrival medical and CPR instructions be provided. The contacts can be difficult requiring the individual to cope with stressful situations firmly, courteously and tactfully.

SAFETY OF OTHERS

Work involves a significant responsibility for the safe ty of others i n answering emergency calls. Provides pre-arrival medical instructions to calle rs, including CPR. Advises individual i n hysterical threshold what actions to be taken. Ascertains weapons on scene of incident and potential for danger. Work involves a significant responsibility for the safety of the officers.

PHYSICAL EFFORT

Over 90% of time spent between listening to audio voice transitions while communicating desired services. Must be able to operate radios, computers and other equipment. Speech must be clear when conveying verbal messages, utilizing telecommunication devices. Ability to distinguish, differentiate and respond to multiple audio and visual stimuli. Ability to maintain concentration and remember details of events over long periods of time. Work in volves the co ntinual operation of comm unication equipment, which may cau se fatigue without breaks or meals away from the communication center. Will be required to wear a headset during the entire shift.

HAZARDS

No control of work flow. Required to st ay during hurricanes and other natural and unforeseen disasters; regardless of family issue s or personal safety. S ubjected to stressful work environment without relief o r inability to de-stress after critical incident.

WORK ENVIRONMENT

Frequently involves the continued operation of equipment which may cause worker to experience some eye, shoulder, neck and back fatigue due to the inability to get up and walk around or take breaks due to uncontrollable work flow.

SUPERVISORY AUTHORITY

Position does not involve any significant supervisory authority.

PERSONNEL SUPERVISED

Position does not include the supervision of Sheriff's Office personnel.

EXAMPLES OF DUTIES

Answers incoming calls for police and other emergency services.

Screens calls and interpret appropriate actions.

Controls timely dispatch of citizens request for police or emergency units.

Dispatches emergency medical services; fire, rescue and FHP.

Provides pre-arrival EMD instructions over phone.

Required to work abnormal or extra shifts during emergency situations. For example, hurricanes, road closures, plane crashes, search warrant sweeps, wolf packs, drug and prostitution sting, and major community events.

Operate "Hot Line" for Turkey Point.

Logs all incoming calls, maintains records and update files.

Enters and retrieves data from FCIC/NCIC, SALI-911, MCSO, Smart Cop & Replay.

Maintains radio communication with road patrol officers.

Provides information requested from internal members and the general public.

Evaluates and disseminates criminal and confidential information to authorized personnel.

Maintains a constant status and accounting of Road Patrol units in service and on the air.

Coordinates and directs other agency emergency personnel in mutual aid situations.

Operates Telecommunications Device for the Deaf (TDD).

Answer calls and receive information for Crime Stoppers and forwards information to appropriate personnel or agency.

Operates phone system administrative lines as well as 911.

Operates 30 button phone set including 911, Crime Stoppers, USCG, KWPD, Keys Energy Service.

Handle bank, residential and business alarms.

Maintains and updates address/phone lists and records of road MCSO personnel, as well as other local, state and federal governmental agencies.

Updates and maintains bank alarm contacts and codes and emergency contact numbers for businesses.

Maintains all no contact orders issued by the Judge's.

Notifies PIO of major occurrences, depending on the situation.

Responsible for transmission of information to the next officer on duty.

Responsible for fielding all emergency 911 calls for the Sheriff's Office.

Monitors all radio traffic and must be aware of all developments on the road.

Responsible for checking status change county computer to CAD system.

Responsible for multiple radio talk groups as well as the VHF system.

Handles data entry for escaped prisoners, missing persons, stolen vehicles, articles, and weapons into the FCIC/NCIC systems.

Send administrative messages state wide and nationwide to other law enforcement agencies throughout the continental United States and International Police.

Sends out BOLO/ATL's to all law enforcement agencies.

Complete inquiries on drivers license, vehicle registration, stolen checks, wanted persons, and boat registrations.

Flexibility in shifts and the ability to work overtime as required.

Provide vehicle registration and VIN information for local wrecker companies.

Make inquiries from pawn slips for wanted or stolen goods.

Must be able to distinguish, differentiate and respond to multiple stimuli from personnel or equipment reference hearing and sight.

Enunciation must be clear and concise, when speaking into communication devices.

Ability to maintain concentration and remember details of events over long periods of work time.

Ability to react quickly and calmly in emergency situations.

Ability to perform accurately under high stress situations for long periods of time.

Must be computer literate.

Ability to perform multi functional tasks; write, speak and type simultaneously.

Ability to operate and control the actions of equipment and/or materials requiring complex and rapid adjustment for data and information.

Ability to utilize a wide variety of reference, descriptive, advisory data and information.

Ability to interpret instructions furnished in written, oral, or schedule form.

Ability to exercise independent judgment to adapt or modify methods and standards to meet variations of assigned objectives.

Perform other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of Windows 2000.

Knowledge of police functions.

Working knowledge of emergency medical procedures and resources.

Knowledge of pre-arrival instruction of medical emergencies.

Knowledge of CPR instructions.

Knowledge of radio operations and terminology.

Knowledge of geographical area.

Knowledge of standard operating procedures.

Ability to work rotating shifts.

Ability to operate communication equipment and data terminal.

Ability to type 25wpm.

Ability to read and write standard business English.

Ability to listen and gather information pertinent to police operations.

Ability to deal effectively with the public, law enforcement officers, supervisors and other agency members.

Ability to read and understand maps and directions.

Ability to react quickly and calmly in emergency situations.

Ability to pass and maintain FCIC/NCIC, EMD, CPR certifications.

Ability to cope with stressful situations firmly, courteously and tactfully.

Ability to overcome communication barriers: rate of speech, tone in voice, emotion or other physical interferences.

Ability to apply effective communication techniques to emergency situations.

Ability to read, write and speak standard business language.

Ability to assess problem and anticipate needs in emergency situations.

SPECIAL REQUIREMENTS

Due to the extensive training necessary, a commitment of two years is required.

Maintain FCIC/NCIC certification by successfully completing testing every two years.

Maintain EMD certification by successfully completing 24 hours of additional training every two years.

Maintain CPR certification every two years.

Required to stay during hurricanes and other natural and unforeseeable disasters.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Monroe County Sheriff's Office does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

04/2004