

MONROE COUNTY SHERIFF'S OFFICE

CLASS TITLE: COMMUNICATIONS 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 judgment 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 40 hour academy training for policies and procedures and other work related issues. Successful completion of a formal 20 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 judgment to apply facts and principles to problem resolution. Ability to be flexible and work shift work, which is either days or nights. Previous experience in customer service and/or related field is an asset to the job.

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, provides pre-arrival instructions for medical emergencies, and dispatches units to appropriate locations. Accuracy of information imperative and accurate 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 and may be required to go to trial to testify.

ASSETS:

Work does not require responsibility for assets.

WORK CONTROLS:

Generally the work is performed independently. Some unusual and difficult situations may be handled under the general supervision of a Communication Supervisor:

- 100% of the time is spent on various communications officer's duties: **Percentages will vary depending on the duty assignment and/or circumstances.**
- Receiving calls, enter calls into CAD, transcription, make phone calls
- Court/depositions
- Order office supplies, equipment maintenance

PERSONAL CONTACTS:

Work involves contacts with the public in answering 911 lines; some contacts may be difficult requiring the worker to use considerable tact and skill or commands or force to obtain what is desired.

SAFETY OF OTHERS:

Position involves responsibility for the safety of citizens, emergency and MCSO personnel. Provides pre-arrival medical instructions to callers, including CPR.

PHYSICAL EFFORT:

Position does not involve physical effort beyond that encountered in normal everyday activities.

- Work may require long periods of operating keyboard devices or visual display terminals.
- Required to wear headset during entire shift.
- Light lifting (up to 20 pounds)

HAZARDS:

Work is performed in an ordinary work surrounding that does present any significant hazards.

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.

Occasionally, work may be performed in conditions that cause discomfort and unpleasantness.

- Work inside.
- Work long periods of time sitting using a keyboard.
- In stressful conditions.

SUPERVISORY AUTHORITY:

Position does not involve any significant supervisory authority.

PERSONNEL SUPERVISED:

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

ESSENTIAL JOB FUNCTIONS:

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 stings, 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 aide situations.

Operates Telecommunications Device for the Deaf (TDD).

Operates phone system administrative lines as well as 911.

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.

Must be computer literate.

Perform other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

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.

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.

Working knowledge of Windows 2000.

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 35 wpm.

Ability to read and write standard business English.

Ability to have command of the English language skills.

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 and five months 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 OPPORTUNITY EMPLOYMENT 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.

Reasonable accommodations will be made for otherwise qualified individuals with a disability.

