

City of Lake City, FL

Classification Description

Classification Title: COMMUNICATION OFFICER
Department: POLICE AND FIRE

Pay Grade: 1
FLSA Status: Non-Exempt

General Description

Responsible specialized work in dispatching police and fire units to emergencies and assisting the public and providing information to officers through statewide computer systems and complaint desk activities. This position requires shift work rotations.

Nature of Work

Essential Functions:

- Receives incoming calls, obtains essential data, evaluates the situation, and makes appropriate response.
- Handles complaints and handles emotionally hostile persons on telephone or at the counter.
- Maintains updated information.
- Operates equipment in the emergency command center during disasters or mobilizations.
- Monitors and communicates on the public safety radio with police and fire department personnel.
- Maintains a wide variety of records and logs. Files documents and records, etc.
- Maintains security of the communications room.
- Accesses, inputs and retrieves information from the computer.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

Minimum Qualifications:

Knowledge, Skills and Abilities:

- Knowledge of the operating characteristics of the communications equipment used in the system.
- Knowledge of the functions, procedures, policies and regulations of the communications system and of the police department.
- Knowledge of City streets and landmarks.
- Ability to elicit information necessary for proper dispatching from citizens in a distressed or confused condition.
- Ability to assess people and situations and use judgment in decision making.
- Ability to establish and maintain effective working relations with co-workers and the general public.
- Ability to understand and express ideas clearly and concisely, orally and in writing.
- Ability to speak clearly, distinctly and politely.
- Ability to access, input and retrieve information from a computer.
- Sufficient manual dexterity to develop skill in the operation of equipment utilized in the system.
- Skill in the efficient operation of the communication and retrieval equipment in the system

Education and Experience:

Must have high school diploma or possess a General Education Diploma and experience use of a two-way communication telephone min-computer system preferred; or education and experience which provides the above knowledge, skills and abilities. (A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

Must successfully pass pre-employment computerized skills assessment test.

Licenses, Certifications or Registrations:

Must be able to obtain FCIC/NCIC Certification.

Must be able to successfully obtain State of Florida 911 Telecommunicator Certification within one year of employment.

Must be able to successfully obtain Emergency Fire Dispatch certification.

Must possess a valid Florida Driver's License.

Essential Physical Skills

- Acceptable eyesight (with or without correction)
- Acceptable hearing (without hearing aid)
- Ability to communicate both orally and in writing
- Ability to access, input and retrieve information from a computer
- Ability to type accurately
- Listening
- Ability to enter data at a prescribed rate of speed

Environmental Conditions:

- Works inside in an office environment under stressful conditions.

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

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

Signature

Date

Print Name