

# Pinellas County Sheriff's Office

*"Leading The Way For A Safer Pinellas"*



## COMMUNICATIONS TELETYPE TECHNICIAN

**JOB CODE: 30102**

**PAY GRADE: 54**

**PAY RANGE: \$47,258 - \$68,524**

### GENERAL DESCRIPTION

Under the general direction of the Supervisor; serves as a main point of contact for critical law enforcement data and public safety information for the Sheriff's Office. This position monitors and administers the primary FCIC/NCIC/NLETS network terminals for the Pinellas County Sheriff's Office (PCSO). The technician supports deputies, dispatchers, and the Communications Center Supervisors through timely accurate exchange of law enforcement and public safety information within our agency, as well as with other agencies. Members must be knowledgeable and meticulous in data entry to ensure law enforcement agencies have the most accurate and timely information available. Must also be professional, courteous, and congenial in interpersonal interactions. Work is reviewed through observation and results obtained.

**Shift work required.**

**SUPERVISES OTHERS: No**

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Answers the main administrative telephone line for the Pinellas County Sheriff's Office and answers questions and/or directs calls to correct divisions, offices, and call centers;
- Directs incoming calls for service screened to be emergency calls and obtains information before consulting with a 911 call taker in an expedient and courteous manner
- Keeps a log for international operator assisted calls
- Assists citizens and LEO inquiries by researching offense/incident reports in SONET, ACISS and provides case information numbers and a means of contacting detectives and deputies
- Maintains records, files, reports and other written and statistical data pertinent to the assignment
- Operates and monitors the Pinellas County Sheriff's Office telecommunications system, including FCIC/NCIC teletype terminals for requests for information, requests for law enforcement resources or dispatch, and notification messages for the Sheriff's Office for service

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- Utilizes agency databases: eAgent, ACISS, DAVID, CJNET, ELVIS, and other online accessible sites; also must be able to obtain/maintain certification/tests for these databases
- Provides information to law enforcement personnel on warrants, driver's license data, vehicle registration, concealed weapons permits, article queries, criminal histories, and verification of identities, etc. by querying various law enforcement databases
- Transcribes entry information by telephone "live" from deputies in the eAgent system/ and or supplemental forms
- Collects information from various sources such as eAgent, OneNote, ACISS, DAVID and ELVIS for entry, modification, queries, responses and cancellations in FCIC/NCIC/NLETS database for articles, adults, juveniles, vehicles, license tags, guns, boats, criminal histories, and other appropriate items that are listed in FCIC/NCIC telecommunications network
- Establishes and maintains effective working relationships with other agency members for entering/modifying/clearing information pertaining to vehicles.
- Responds to and requests hit confirmations for stolen vehicles, stolen boats, stolen tags, lost or stolen guns, articles, and missing or wanted persons via teletype within the timeframe set forth by FDLE in FCIC/NCIC/NLETS telecommunications network
- Proofreads, reviews, and verifies source materials to determine accuracy and completeness of information; follows up to correct or complete data (i.e. second party verification of entries)
- Drafts outbound teletype requests from Sheriff's Office Deputies/Detectives, Contract City Officers/Detectives, and offices to other agencies nationwide and Interpol
- Provides follow up for sent teletype requests to ensure a response is received in a timely manner and disseminates information appropriately
- Regular and reliable attendance is required as an essential function of the position
- This position is considered essential and, in the event of an emergency or natural disaster, will be required to report to work
- Participates in Sheriff's Office recruitment and community relations activities as directed
- This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary

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## QUALIFICATIONS

- High School graduation or equivalent diploma from an institution accredited by an accrediting body recognized by the U.S. Department of Education (DOE) or licensed as a degree granting institution by the Commission for Independent Education
- Possess a current FCIC/NCIC Limited and Full Access Certification in the State of Florida
- Or must be able to successfully complete classroom instruction and pass the FCIC/NCIC Certification Examination within 6 months of hire and every two years thereafter
- Typing speed of 25 wpm
- Must possess a valid Florida driver's license

## KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of business English, spelling, and arithmetic
- Knowledge of 10-Codes and signals
- Knowledge of the geography of the County
- Knowledge of Pinellas County Sheriff's Office organization and division functions
- Computer skills to enter and retrieve information from applicable computer systems, ensuring accuracy in entering data and retrieving information in a timely manner
- Ability to operate standard office equipment such as computer terminal, copy machine, fax, and calculators
- Ability to maintain accurate records, logs, and files
- Organizational skills to be able to record and maintain document entries, events, lists, and logs pertinent to essential job functions (i.e. other law enforcement contact information, mnemonics, ORI's, etc.)
- Possess the ability and knowledge of the agency to properly screen calls to determine the best way to help callers or choose the best plan of action, i.e. send to dispatch, speak to a desk deputy or transfer callers to the appropriate department or outside entity
- Ability to elicit critical information from sick, injured, and/or highly emotional individuals, who may be in a stressful or life-threatening situation
- Ability to accurately and rapidly carry out requests for information from deputies, dispatchers, supervisors, and other agencies
- Ability to perform essential functions with frequent interruption and/or distraction
- Ability to prioritize assignments
- Ability to take action when answers to a problem are not readily apparent
- Accurate typing skills

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- Time management skills to organize and prioritize inquiries, tasks, and special assignments
- Interpersonal skills to demonstrate a congenial, respectful, and productive behavior and attitude towards others in a working relationship and under difficult situations
- Ability to think and speak clearly in emergency and nonemergency situations
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace

## **PHYSICAL ABILITIES**

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 12 hours per day
- Stand up to 1 hour per day
- Walk up to 1 hours per day
- Occasionally lift up to 10 lbs.
- Occasionally bend, squat, reach, kneel and twist