

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



PUBLIC SAFETY TELECOMMUNICATOR

JOB CODE: 30105	PAY GRADE: 57	PAY RANGE: \$57,000 - \$82,385
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GENERAL DESCRIPTION

Under the general direction of the Communications Center Shift Supervisor, the main focus of this position is to respond to both routine and emergency requests for service and information as the first point of contact for the public calling the agency for assistance. Requests for service and information from inside and outside the agency are screened to determine the most appropriate action to take whether dispatching of law enforcement, other agency responders, or routing the information via the computer and/or radio. Calls requiring the dispatch of law enforcement are monitored and supported by this position. Members exercise considerable independent judgment in determining the seriousness and immediacy of a situation and the most appropriate action. Work is reviewed through observation and results obtained. **Shift work required.**

SUPERVISES OTHERS: No

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Answers emergency and nonemergency calls from the public
- Dispatches calls for service via a computer or voice determining the priority of the call, who and what type of response is warranted
- Monitors multiple radio channels for officer safety and timely response to calls for service
- Provides information to law enforcement personnel on warrants, driver's license data, vehicle registration, property ownership, criminal histories and verification of identities, etc. by querying various law enforcement databases
- Communicates with other members or agencies via phone or electronic messaging on nonemergency calls and requests for information or services, such as forensics, K-9, flight, wreckers, etc.
- Generates and broadcasts BOLO (Be On The Lookout) announcements by radio and/or electronic means
- Retrieves information and confirms the information retrieved is relevant and takes action
- 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

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- 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

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 Public Safety Telecommunicator Certification in the State of Florida
- Or must be able to successfully complete classroom instruction and pass the State of Florida Public Safety Telecommunicator Certification Examination within 12 months of hire
- Typing speed of 25 wpm
- Achieve a minimum score of 80% on a Public Safety Telecommunicator exam
- Must possess a valid Florida driver's license

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of 10-Codes and Signals
- Knowledge of the geography of the County
- 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 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 in the field
- Time management skills to organize and prioritize inquiries, calls for service, 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:

- Visual acuity of 20/30 vision standard in each eye; if corrective lenses must be used to satisfy 20/30 vision standard, uncorrected vision should be no worse than 20/100 in each eye
- Must pass hearing with less than or equal to 40 decibels in each ear under the frequencies: 500 Hz, 1,000 Hz and 2,000 Hz
- Sit up to 7 hours per day
- Stand up to 1 hour per day
- Walk up to 1 hour per day
- Continuously lift up to 10 lbs.
- Occasionally lift up to 20 lbs.
- Occasionally bend, squat, reach, kneel and twist