

**Columbia County
Board of County Commissioners
135 NE Hernando Avenue, Suite 203
Lake City, FL 32055
Employment Opportunity**

POSITION TITLE: TELECOMMUNICATOR

MAJOR FUNCTION: The 911 Public Safety Telecommunicator is a training level position intended for individuals with little or no comparable public safety dispatching experience. A 911 Public Safety Telecommunicator who successfully passes the training program and probationary period will advance to 911 Public Safety Telecommunicator, which is the full-working level. A new Telecommunicator must successfully acquire FCIC/NCIC certification and County required Emergency Medical Dispatch certification. Under close direct supervision the 911 Public Safety Telecommunicator will receive extensive classroom training, on-the-job instruction and hands-on training in call taking and dispatching of public safety personnel and equipment for law enforcement, fire services, emergency medical and other services. Throughout training, trainees are expected to show progressive growth and ability to apply complex rules, procedures and policies to all work situations. At the end of training and probation, trainees must demonstrate and maintain working competence in the full range of law enforcement, fire, and medical call taking and dispatching functions.

TRAINING AND EXPERIENCE:

At least 18 years of age at the time of hire

Able to legally work in the United States

Possess a High School diploma or GED Certificate of Completion

A stable and reliable work history, with at least one year of continuous work experience

Successfully complete all recruitment and selection components including, but not limited to, criminal history background to satisfy Florida Department of Law Enforcement standards for NCIC/FCIC operators, physical and physical abilities exams, and drug screening.

Stable and reliable work experience in a busy and/or high stress environment that demonstrates candidate's ability to make good decisions under pressure, multi-tasking abilities, and excellent interpersonal skills communicating with a variety of individuals in many emotional states, including anger, fear, pain, etc.

KNOWLEDGE, SKILLS AND ABILITIES:

Trainees must either possess or gain the following during the course of the 911 Public Safety Telecommunicator training program and through the probationary period:

Knowledge of:

- Current techniques, policies and procedures of public safety call taking and dispatching
- Columbia County geography, including all cities and townships, major highways, streets and key buildings and landmarks

Ability to:

- Acquire FCIC/NCIC certification and County required Emergency Medical Dispatch certification
- Perform extensive data entry and data retrieval from visual and /or audio sources
- Understand and execute complex oral and written instructions
- Demonstrate appropriate interpersonal communications skills for public safety communications and dispatching
- React quickly and correctly to emergency calls and situations
- Learn and correctly apply detailed procedures and policies both in structured situations, such as emergency medical dispatch (EMD), and in non-routine situations that require independent judgment, critical thinking and application of complex and varied procedures and policies, such as law enforcement dispatching
- Learn, retain and use knowledge of Columbia County geography in the course of work
- Operate computerized equipment including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs
- Receive and accept regular feedback and constructive criticism without being defensive
- Dispatch public safety personnel and equipment safely, quickly and efficiently
- Relay messages exactly as received
- React quickly and calmly in emergency situations and adopt effective courses of action
- Perform call taking and dispatching work by phone, radio and using other standard communications center equipment
- Assess emotional state of callers; respond correctly to emergency and routine situations

911 PUBLIC SAFETY TELECOMMUNICATOR

KNOWLEDGE, SKILLS AND ABILITIES CONT:

- Prioritize calls based on urgency
- Apply appropriate initiative, discretion, and judgment in the work
- Apply available guidelines, policies or procedures in diverse situations
- Develop and maintain effective working relationships with the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, department or agencies
- Perform work under stressful or emotional conditions
- Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays
- Work under pressure in a loud, multitasking environment
- Work mandatory overtime as needed and assigned
- Have reliable and predictable attendance

ESSENTIAL FUNCTIONS:

Trainees must successfully complete each progressive 911 Public Safety Telecommunicator training phase and successfully apply knowledge, skills, and abilities to the work as follows:

- Receive and transmit telephone and radio emergency calls, as well as non-emergency calls and complaints or inquiries from the public
- Assess and appropriately respond to a caller's emotional state
- Evaluate and prioritize calls based on urgency
- Determine the correct jurisdiction and personnel to be dispatched
- Dispatch appropriate law enforcement, fire or emergency personnel
- Respond to requests from emergency response personnel
- Operate radios, multi-line phone and teletype systems, computers, data communications terminals and other complex communications equipment to quickly and correctly access information and respond to requests from law enforcement, fire and EMS
- Record the nature and source of incoming and outgoing radio and telephone messages
- Study and maintain familiarity with major roads, streets, industrial plants and buildings
- Monitor multiple public safety radio frequencies
- Perform other related tasks and duties as required for this skill level and as assigned by Supervisor.

NON-ESSENTIAL FUNCTIONS:

Performs other tasks as assigned.

WORK ENVIRONMENT:

Work is performed in an indoor, open-space environment and stationary setting. New Telecommuters work with and are surrounded by computerized control panels that require detailed dexterity. The majority of time is spent in a seated position; however, telecommunicators have freedom to stand and move in a limited area. Trainees are expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life threatening situations. Work entails extensive keyboarding and manual dexterity and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip cards.

ESSENTIAL PHYSICAL SKILLS/DEMANDS:

Hearing and Speaking:

- Hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers
- Speak clearly in English
- Additional language aptitude is desirable
- Hear, understand and respond using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone/radio head-sets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals
- See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles

Mental acuity and alertness:

- Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations
- Engage in frequent interpersonal interactions that are stressful or sensitive in nature
- Handle difficult interpersonal interactions and complaints with tact and diplomacy
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Think and apply judgment, discretion, and initiative in accomplishing work
- Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime
- Stamina, ability to regularly and reliably work long shifts. (12 hour shift as required by staffing levels; extended shifts are also necessary on occasion).

Manual dexterity and typing:

- Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communications centers
- Perform multiple tasks requiring manual dexterity at the same time
- Write legibly

Physical dexterity:

- Sit for extended periods of time; stand or walk as necessary
- Sit for extended periods of time particularly during high stress situations
- Stretch, reach, or lift objects or materials that may be up to 10 pounds in weight

PROFESSIONAL LICENSES: None

SALARY: MINIMUM HOURLY SALARY \$10.02 PLUS BENEFITS – MAXIMUM HOURLY SALARY \$17.78 PLUS BENEFITS WITH REQUIRED CERTIFICATIONS

DEADLINE FOR RECEIVING APPLICATIONS: December 31, 2016

Each applicant is required to submit a completed County Application for Employment. Successful applicant must be able to pass a pre-employment physical and drug screening and additional pre employment testing as required. Applications should be submitted to:

HUMAN RESOURCES OFFICE
COLUMBIA COUNTY BOARD OF COUNTY COMMISSIONERS
LAKE CITY, FLORIDA 32056-1529
(386)719-2025; TDD (386)758-2139
AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
VETERAN'S PREFERENCE
ADA COMPLIANCE

Attention: All applicants

Personnel Background Screening

Agencies are required to conduct appropriate state and national background checks, including completing applicant fingerprint cards, on all employees who have direct access to FCIC/NCIC, all appropriate Information Technology (IT) personnel, and personnel with unescorted access to devices that can connect to CJIS systems (e.g. vendors). Good management practices dictate record checks should be completed prior to the user being hired. If the background check was not completed by the employee hiring date, one must be completed within 30 days of being assigned to duties where access to any CJIS system is granted.

If an applicant appears to be a fugitive, has pending criminal charges, has an arrest history for a felony or serious misdemeanor, has a conviction or adjudication withheld for a felony or serious misdemeanor or is under the supervision of the court, the agency must deny the applicant access to FCIC/NCIC pending a review by the Agency Head and the CSO of FDLE.

Correspondence regarding this issue should be directed to the FDLE CJIS Systems Officer via email to: CJISCSO@fdle.state.fl.us.

If FDLE determines that CJIS access by the applicant would not be in the best interest of the agency, such access will be denied and the applicant's agency will be notified in writing.

Electronic Submission of Fingerprint Cards

Florida Statute 943 requires that all state certified sworn law enforcement, corrections or correctional probation officers must submit fingerprints electronically to FDLE via an Applicant Livescan device. Non-sworn law enforcement or corrections personnel are not required to submit fingerprints electronically, but agency heads may choose this option rather than using inked fingerprint cards. FDLE will retain the fingerprints and if the applicant is arrested in Florida, the employing agency will be notified of the arrest.

User Certification

To access FCIC/NCIC users must be 18 years old and maintain an active CJIS certification. The user must take the CJIS Certification class within six months of employment or assignment that requires access to FCIC/NCIC. During the initial six-month period, the user may access the system utilizing a temporary access status and must be under the supervision of another certified user.

Within one year of employment, successfully complete Florida Department of Health Basic Telecommunicators Course; EMD; EFD; Valid CPR card; IS100; IS200; IS 700 (NIMS); IS800;