



COLUMBIA COUNTY BOARD OF COUNTY COMMISSIONERS AGENDA ITEM REQUEST FORM

The Board of County Commissioners meets the 1st and 3rd Thursday of each month in the Columbia County School Board Administrative Complex Auditorium, 372 West Duval Street, Lake City, Florida 32055. The first meeting of every month is at 9:30AM while the second meeting of every month takes place at 5:30PM. All agenda items are due in the Board's office one week prior to the meeting date.

Today's Date: 10/27/2022 Meeting Date: 11/3/2022

Name: Lisa Roberts Department: BCC Administration

Approved By:

A handwritten signature in blue ink, appearing to read "LR", is written over the "Approved By:" label.

1. Nature and purpose of agenda item:

On October 20, the Board approved the revisions to the Job Description & Central Communications Pay Grade Schedule for the dispatchers. The 911 Public Safety Telecommunicator Supervisor was not included. This change extends the revisions to the PST Supervisors.

2. Recommended Motion/Action:

Approve the Job Description and Pay Grade Schedule Revisions

3. Fiscal impact on current budget.

This item has no effect on the current budget.

911 PUBLIC SAFETY TELECOMMUNICATOR SUPERVISOR

MAJOR FUNCTION:

This position serves as a working supervisor. In addition to working a dispatch position, performing the full range of Public Safety Telecommunicator / Dispatcher duties to include call taking and dispatching functions, Supervisors also direct and supervise subordinate staff, including assigning and delegating work projects, scheduling employees to ensure proper staffing levels, and performance management duties including evaluating work performance, coaching, mentoring and/or implementing corrective action for performance and conduct issues.

The Public Safety Telecommunicator Supervisor is distinguished from the Public Safety Telecommunicator and Public Safety Telecommunicator Trainee by the supervisory work performed. Supervisory responsibilities include general supervision of specific assigned employees and daily oversight of any Telecommunicator working on the Supervisor's shift. Incumbents provide technical assistance to staff, resolve minor work or personnel problems, and give input regarding discipline, training, and major job reassignments to the 911 Communications Center Manager.

Incumbents work under general supervision of the 911 Communications Center Manager, who makes assignments by defining objectives, priorities and deadlines and assists with unusual situations or problems with no clear precedent. Supervisors plan and carry out the work independently and are expected to resolve problems in accordance with instructions, policies, procedures and applicable laws and regulations.

ESSENTIAL FUNCTIONS:

- Performs all key tasks and duties of the Public Safety Telecommunicator classification (refer to Public Safety Telecommunicator job description for full list of requirements), plus;
- Supervises personnel and plans work assignments to ensure that the Board's service and production expectations are achieved
- Evaluates shift operations through personal observation of Public Safety Telecommunicators and recommends improvements or modifications to work practices and employee performance
- Works proactively with staff to resolve performance or personnel issues at the lowest level
- Conducts employee evaluations, reviews and approves employee timesheets, and investigates and resolves complaints or problems.
- Identifies issues and implements basic corrective actions including but not limited to; non disciplinary verbal counseling, documented verbal warnings, written reprimands, as well as make recommendations and discuss need for further corrective action with 911 Communications Center Manager.
- Regular attendance.
- Coordinates major incidents to ensure that proper notifications are made; assists in call handling if necessary and coordinates with Incident Command
- Stays regularly aware of employee actions and behavior for signs of stress, coping and general emotional well-being; specifically watches for these signs during or any time after high stress and major incidents
- Responds to law enforcement requests for information, monitors several public safety authorities to coordinate dispatching of services between two or more agencies

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ESSENTIAL FUNCTIONS (cont.):

- Ensures technical equipment is properly maintained, regularly serviced and fully functional
- Reviews Law Enforcement/Fire/EMS calls for compliance to protocol, citizen evaluation surveys, etc.
- Completes a variety of reports and correspondence relating to dispatch activities in a timely manner, such as investigations, inquiries or preparation of documents for court purposes including CAD reports, ANI/ALI reports, etc.
- In case of emergency or other necessity, transfers operations to and sets up the Dispatch Operations Back-up Center and shuts down dispatch activities at main location

NON-ESSENTIAL FUNCTIONS:

Performs other tasks as assigned.

WORK ENVIRONMENT:

Work is performed in an indoor, open-space environment and stationary setting. Incumbents 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. Incumbents 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.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Techniques, procedures and methods used in the operations of a public safety communications center
- Computer aided dispatch (CAD) and enhanced 9-1-1 equipment
- General knowledge of cities and locations of highways, main streets and major buildings and geography of Columbia County, Florida
- Rules and regulations of the Federal Communications Commission pertaining to radio telephone operations
- Principles and practices of effective staff supervision and motivation
- Agency personnel policies, procedures, laws and requirements
- Policies and procedures for filling overtime, proper notification for equipment failures or after hour call outs for radio, computer or phone problems
- Effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques
- State of Florida regulations of E911 and Radio Communications

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KNOWLEDGE, SKILLS AND ABILITIES (cont.):

Ability to:

- Effectively perform the full-range of supervisory duties as described above
 - Plan, coordinate, and direct activities of dispatch staff
 - Evaluate staff performance and conduct; provide positive feedback and constructive criticism as appropriate; and identify and recommend improvements
 - Monitor performance issues and concerns; discuss notable performance or performance concerns with the 911 Communications Center Manager as appropriate
 - Assess the emotional state of staff on duty; react appropriately to staff's needs in emergency and routine situations
 - Understand and apply supervisory guidelines and policies or procedures in diverse situations
 - Explain and help staff understand dispatch responsibilities, priorities and procedures
 - Apply a high level of initiative, discretion, and judgment in accomplishing the work
 - Develop and maintain effective working relationships with assigned staff, the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies
 - Accurately dispatch public safety personnel and equipment quickly and efficiently, including all requirements of Public Safety Telecommunicator (refer to job description)
 - Perform work under stressful or emotional conditions
 - Work any assigned shift and work all days of the week including weekends and holidays
 - Have reliable transportation
- Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

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 and concisely in English
- Additional language ability is a plus
- 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 format
- See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, 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

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ESSENTIAL PHYSICAL SKILLS/DEMANDS (cont.):

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 communication centers
- Performing 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

TRAINING AND EXPERIENCE:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to successfully perform the job. A typical way to obtain the knowledge and abilities would be:

- At least two years (2) of progressively responsible communications dispatching experience with the Columbia County Combined Communications Center, or in a comparable public safety dispatching center. To be considered comparable, experience must show proficiency with the same state laws and regulations, same equipment and programs, and same range of dispatch and call taking services provided by law enforcement, fire and medical dispatch, using CAD and E911 equipment.
- Experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills, and ability to successfully supervise, motivate, correct, train, manage and evaluate assigned staff.
- Successful completion of the probationary period at the Public Safety Telecommunicator Trainee and Public Safety Telecommunicator level is required.
- Must have current NCIC/FCIC Certification, APCO Basic Telecommunicator Certification, International Academy of Emergency Dispatch Advanced Emergency Medical and Emergency Fire Dispatch Certification, Florida Department of Health Public Safety Telecommunicator Certification.

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TRAINING AND EXPERIENCE (cont.):

Qualifications

Candidates applying for this position through an internal recruitment process must successfully pass all components of the recruitment and selection process, which may include but is not limited to:

- Application screening and review
- Written Exam
- Assessment Center Exercise
- Oral interviews

ADDITIONAL TRAINING AND EXPERIENCE:

An applicant/employee may be eligible for additional pay subject to meeting the following criteria:

- An applicant/employee may qualify for a \$1.28 per hour pay increase above the minimum PST Supervisor pay or their current pay rate, if they have a minimum of one-year experience, after completing a PST Trainee Program, performing call taking and dispatching duties for one of the following disciplines: law enforcement, fire, and/or medical emergency.
- An applicant/employee may qualify for a \$2.65 per hour pay increase above the minimum PST Supervisor pay or their current rate of pay, if they have a minimum of five-years experience, after completing a PST Trainee Program, performing call taking and dispatching duties for all three of the following disciplines: law enforcement, fire, and medical emergency, as assigned. Should an applicant/employee refuse or fail to perform all of the requirements listed above, the applicant/employee shall forfeit the \$2.65 per hour salary adjustment.

COMMUNICATIONS TRAINING OFFICER:

A Public Safety Telecommunicator/Supervisor, with one-year experience after completing the PST Training Program, may elect to become a Communications Training Officer (CTO) once completing and obtaining a CTO certification. If a PST Supervisor elects to become a CTO, the PST Supervisor would be required to:

- Train Public Safety Telecommunicators Trainees in call taking & dispatching operations
- Attend and/or participate in additional training lessons as assigned
- Develop and train PST dispatching skillset when opportunity arises

Should the CTO fail to meet any of the requirements above, the CTO shall forfeit the CTO status and pay.

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PROFESSIONAL LICENSES:

Must possess a valid Florida driver's license. Must have current FCIC/NCIC certification. APCO Basic Telecommunicator Certification, International Academy of Emergency Dispatch Advanced Emergency Medical and Emergency Fire Dispatch Certification, Florida Department of Health Public Safety Telecommunicator Certification.

Pay Grade: 442, 205

Non-Exempt

BCC Approved: August 5, 2010, July 16, 2015, 09/15/2016

COLUMBIA COUNTY
BOARD OF COUNTY COMMISSIONERS
CENTRAL COMMUNICATIONS PAY GRADE SCHEDULE
Revised and Approved 10/20/2022

POSITION TITLE	EXEMPT STATUS	PAY GRADE	MINIMUM / OVERTIME	MAXIMUM / OVERTIME
PRN TELECOMMUNICATOR	N	201	17.77 W/CERTS	
911 PUBLIC SAFETY TELECOMMUNICATOR TRAINEE	N	202	15.52 / 23.28	17.85 / 26.78
			35,509.76	40,840.80
911 PUBLIC SAFETY TELECOMMUNICATOR	N	202	18.27 / 27.41	26.27 / 39.41
			41,801.76	60,105.76
COMMUNICATIONS TRAINING OFFICER **			0.50 hourly	1,144.00 annually
911 P.S.T. TELECOMMUNICATOR SUPERVISOR	N	205	22.65 / 33.98	28.31 / 42.47
			51,823.20	64,773.28
ANNUAL SALARIES FOR THE ABOVE PAY GRADES ARE CALCULATED ON 1976 REGULAR HOURS AND 208 OVERTIME HOURS ANNUALLY				
TRAINING QA COORDINATOR	EA	206	25.41 / 38.12	31.76 / 47.64
			52,852.80	66,060.80
ASSISTANT 911 COMMUNICATIONS CENTER MGR	EA	207	27.58 / 41.37	34.48 / 51.72
			57,366.60	71,718.40
911 COMMUNICATIONS CENTER DIRECTOR / COUNTY 911 COORDINATOR	EE		NEGOTIABLE	NEGOTIABLE

An employee is eligible for promotion to the PST position upon successful completion of the initial orientation period and obtaining the following certifications: NCIC/FCIC Full Access Certification, EMD Certification, EFD Certification, CPR Certification, State of Florida DOH 911 Public Safety Telecommunicator Certificate, and 40-Hour Basic Telecommunicator Course Certification.

Applicants/Employees with 1-year experience after completing a PST Trainee Program, performing call taking and dispatching duties for one of the following disciplines: law enforcement, fire, and/or medical emergency, may qualify for a \$1.28 per hour salary adjustment above the PST or PST Supervisor minimum rate or their current rate of pay.

Applicants/Employees with 5-years experience after completing a PST Trainee Program, performing call taking and dispatching duties for all three of the following disciplines: law enforcement, fire, and medical emergency, as assigned, may qualify for a \$2.65 per hour salary adjustment above the PST or PST Supervisor minimum rate or their current rate of pay. Should an applicant/employee refuse or fail to perform all the requirements listed above, the applicant shall forfeit the \$2.65 per hour salary adjustment.

** Applicants/Employees with 1-year experience or more after completing a PST Trainee Program may elect to become a Communications Training Officer upon completion and receipt of the CTO Certification. This will require the individual to train employees currently in the PST Trainee Program and complete training lessons as assigned. Should a CTO refuse or fail to meet any of the requirements above, the CTO shall forfeit the CTO status and pay.

Applicants/Employees will be eligible for the above salary adjustments one (1) time only for their entire length of service. In the event that they refuse or fail to perform all the requirements for the adjustment, the applicant/employee will forfeit the adjustment(s) and will no longer be eligible for the adjustment(s) during their current length of service.

An Employee will only be eligible for salary adjustments at the time, and not prior to, the County Board of County Commissioners Human Resources Department receiving the required State of Florida and non-state certifications as stipulated in the minimum qualifications within the PST job description. It is the employee's responsibility to provide the required state and non-state certifications. Under no circumstances shall an employee be eligible for retroactive pay.