



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: 12/28/2022 Meeting Date: 1/5/2023

Name: Tom Brazil Department: 9-1-1 Communications Center

Approved By:

A handwritten signature in blue ink, appearing to read "Tom Brazil", is written over a light blue horizontal line.

1. Nature and purpose of agenda item:

Current Public Safety Telecommunicator Trainee job description requires applicants to have 1 year work experience to apply. The Department requests to change this educational requirement to preferred to allow the Department to recruit recent H.S. or College graduates who have not yet entered the workforce.

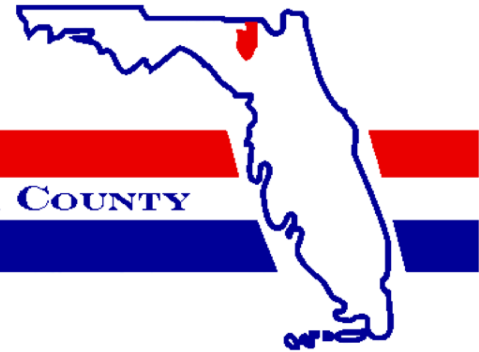
2. Recommended Motion/Action:

Recommend Board approval of revised job description.

3. Fiscal impact on current budget.

This item has no effect on the current budget.

District No. 1 - Ronald Williams
District No. 2 - Rocky Ford
District No. 3 - Robby Hollingsworth
District No. 4 – Everett Phillips
District No. 5 - Tim Murphy



BOARD OF COUNTY COMMISSIONERS • COLUMBIA COUNTY

Memorandum

To: David Kraus County Manager

From: Thomas W. Brazil 911 Center Director / County 911 Coordinator

Re: Agenda Item Request

Date 12/28/2022

I would like to request to place on the January 5, 2023 Board of County Commissioners agenda an item requesting to revise the current job description for Public Safety Telecommunicator (PST) Trainee. As you are aware PST Trainee is an entry level position. The current Public Safety Telecommunicator Trainee job description requires applicants to have 1-year continuous work experience to apply. This may limit us from hiring recent H.S. or College graduates, who have not yet entered the workforce, thus limiting potential applicants for an entry level position. Therefore, I am requesting the following change be made:

Currently job description reads • **At least one-year of continuous work experience.**

Requested job description change to read • **At least one-year of continuous work experience is preferred but not required.**

BOARD MEETS FIRST AND THIRD THURSDAY AT 5:30 P.M.

P.O. BOX 1529

LAKE CITY, FLORIDA 32056-1529

PHONE (386) 755-4100

911 PUBLIC SAFETY TELECOMMUNICATOR TRAINEE

MAJOR FUNCTION:

The 911 Public Safety Telecommunicator Trainee is a training level position intended for individuals with little or no comparable public safety dispatching experience. A 911 Public Safety Telecommunicator Trainee who successfully passes the training program and orientation period will advance to 911 Public Safety Telecommunicator, which is the initial full-working level. Trainee must successfully obtain a State of Florida DOH 911 Public Safety Telecommunicator Certificate, FCIC/NCIC Full Access Certification, 40-Hour Basic Telecommunicator Course Certification, Emergency Medical Dispatch Certification, Emergency Fire Dispatch Certification, and CPR Certification.

Under close direct supervision, the 911 Public Safety Telecommunicator Trainee will receive extensive training, on-the-job instruction, and hands-on training in public safety call taking 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 orientation, trainees must demonstrate and maintain working competence in the full range of law enforcement, fire, and medical call taking functions.

*Applicants with substantially comparable public safety telecommunications experience with a State of Florida DOH 911 Public Safety Telecommunicator Certificate, CPR Certification, and having at least one of the following: EMD Certification, EFD Certification, or NCIC/FCIC Full Access Certification; may be hired as a PST. Applicants must demonstrate proficiency, as detailed below, by the end of the initial orientation period and must have completed a minimum of 6-months of recent PST communications and dispatch experience.

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
- Respond to requests from emergency response personnel
- Operate 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 telephone messages

911 PUBLIC SAFETY TELECOMMUNICATOR TRAINEE
PAGE TWO OF FIVE

ESSENTIAL FUNCTIONS CONT:

- Study and maintain familiarity with major roads, streets, industrial plants, and buildings
- 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. Trainees work with and are surrounded by computerized control panels that require detailed dexterity. The majority of time is spent in a seated position; however, Telecommunicator has 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.

MINIMUM QUALIFICATIONS:

All candidates must meet the following requirements:

- 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
- At least one-year of continuous work experience **is preferred but not required.**
- Ability to 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, and all pre-employment screenings.
- Ability to successfully complete pre-employment testing (scheduled via 911 Telecommunications after application is received).

911 PUBLIC SAFETY TELECOMMUNICATOR TRAINEE
PAGE THREE OF FIVE

KNOWLEDGE, SKILLS AND ABILITIES:

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

Knowledge of:

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

Ability to:

- Successfully obtain State of Florida DOH 911 Public Safety Telecommunicator Certificate, FCIC/NCIC Full Access Certification, Emergency Medical Dispatch Certification, Emergency Fire Dispatch Certification
- Complete a CPR course
- 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
- 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

911 PUBLIC SAFETY TELECOMMUNICATOR TRAINEE
PAGE FOUR OF FIVE

KNOWLEDGE, SKILLS AND ABILITIES CONT:

- Assess emotional state of callers; respond correctly to emergency and routine situations
 - 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
- * Trainees and Telecommunicators 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
- Be fluent in and understand written and verbal instructions 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

911 PUBLIC SAFETY TELECOMMUNICATOR TRAINEE
PAGE FIVE OF FIVE

ESSENTIAL PHYSICAL SKILL/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 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

Pay Grade: 202
Non-exempt
BCC APPROVED: 10/20/2022