

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: TELECOMMUNICATIONS SPECIALIST (Job Code 806)

GENERAL STATEMENT OF JOB

Under general supervision provides priority Information dissemination and is responsible for receiving and replying to emergency and non-emergency calls. Which includes taking information over the telephone and in person within the Police Department. Work objectives involve operating a multi-line telephone call system, FCIC/NCIC 24/7 terminal, and other programs and systems associated to the responsibilities within the job function. Requires specialized knowledge of departmental rules and regulations and apply acute attention to detail. Work is reviewed through conferences, reports, and observation of results attained. Performs related work as required. This position is subject to 24-hour availability due to the nature of essential functions and considered emergency service work during emergency conditions.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Must be able to become or already have successful training as a Florida Department of Law Enforcement (FDLE) FCIC/NCIC Full Access Certified Agent. Full access is for users that not only make queries, but also have the ability to enter records into FCIC/NCIC. User must pass the corresponding exam with a score of 80% or higher; must successfully recertify every two years.

Knowledge and experience using PAS (Public Access System), CAD (Computer Aided Dispatch) System, RMS (Records Management Systems) and Replay Recording Solutions. Knowledge of systems is required in order to assist with job responsibilities, basic trouble shooting, call entry/management, information distribution and follow up as needed.

Police/Fire radio experience, preferably P25 which is a suite of standards for digital radio communications for use by federal, state/province and local public safety agencies to enable them to communicate with other agencies and mutual aid response teams in emergencies.

Receives emergency and non-emergency calls, disseminates information by telephone and computer.

Questions and interviews callers, requests feedback from callers, classifies calls, records appropriate information.

Routes information to appropriate dispatch console, provides others with sufficient information to accomplish an assignment.

Contacts Fire Rescue, wrecker services, hospitals and other agencies as necessary.

Takes police, fire or rescue information over the telephone, gathering sufficient information, assisting persons with reporting needs.

Operates a multi-line call system and determines the nature of calls as either emergency or non-emergency.

Enters information from callers in to a Computer-Assisted Dispatch system (CAD) or prepares complaint cards.

Provides information on City services to the public.

Maintains logs, prepares correspondence.

Solves routine problems and situations, provides guidance to callers.

Recognizes potential emergency situations and adjusts dialogue or activities accordingly.

Interprets data and attends to details.

Identifies and considers related items which affect the caller and responds to ensure the efficient operation of the Communication Center.

Assimilates new information into existing framework.

Tracks location of events.

Orally communicates with callers, receives information verbally.

Frequently interacts with employees and the public.

Articulates and expresses information clearly and concisely, both orally and writing.

Conveys information using appropriate channels of communications.

Gives verbal and/or written information to effectively operate and maintain the Communications or Information areas.

Prepares written and oral reports.

Outlines information and responds to requests for assistance.

Prepares and maintains a records retrieval system.

Files paperwork using records retrieval system.

Walks through facilities, climbs stairs, and visually inspects work areas.

Exercises sound judgment and discretion in all phases of responsibilities with minimal supervision.

ADDITIONAL JOB FUNCTIONS

Attends training classes as required.

Performs emergency response duties as necessary.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED. Some experience as a call taker in communications or a related field involving typing and spelling. Must successfully complete all applicable Civil Service requirements. Experience in police/fire call taking, FCIC/NCIC, and radio procedures.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks are essentially sedentary with some walking, standing, bending, and stooping, and some lifting and carrying objects of light to moderate weight (5-15 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information including giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to communicate efficiently and effectively in standard English. Intelligence: Requires the ability to apply common sense understanding to perform repetitive tasks.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May require the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal effectively with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with Individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to analyze, organize and review managing operations of an emergency call center. To include budget, policy and compliance with various local and state requirements.

Has thorough knowledge and understanding of the principles and practices of police dispatching and communications functions.

Has considerable knowledge of police department specific and modern office equipment use and functions.

Is skilled in both written and oral communications for effective expression of Ideas and clarity in task assignment.

Is able to establish and maintain effective working relationships with employees, supervisor, City officials, other departments, and the general public.

Is able to analyze, organize, and review work for efficient results and accuracy.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date