

HILLSBOROUGH COUNTY SHERIFF'S OFFICE

DAVID GEE, SHERIFF

Tampa, FL



joinhcsso.com

Job Title: Communications Center Coordinator
Job Code: W0153
Pay Grade: WK
Exempt: No
Probation: Twelve-month initial probationary period

Job Overview

Perform shift supervision duties in the operation of a communication center.

Job Duties and Responsibilities

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform some or all of the activities described below.

- Supervise subordinate staff by scheduling, assigning, reviewing work, and providing training and counseling.
- Participate in employment selection, evaluation, and termination of the Communication Center Operator, Receptionist, Community Service Officer, and other staff, as applicable.
- Monitor emergency alarm consoles to detect breakdowns or deficiencies which may require immediate inspection or repair and notify maintenance personnel concerning equipment status.
- Handle telephone/radio requests for information or assistance and initiate appropriate action.
- Report telephone/radio or console operating problems and submit service requests for corrective action.
- Assist in maintaining a complete telephone directory.
- Assist in preparing revisions or amendments to the Communication Center Post Order and Standard Operating Procedures Manual.
- Prepare reports and maintain records concerning the operation of the Communication Center and equipment.
- May operate and monitor communications over telephone, radio, and public address systems.
- Perform other related duties as required.

Knowledge, Skills, and Abilities

- Working knowledge of computerized communications center systems and procedures.
- Working knowledge of emergency procedures.
- Working knowledge of supervisory techniques.
- Ability to deal fairly, courteously, and effectively with subordinates, co-workers, and the general public.
- Ability to prepare and maintain written reports and records.
- Ability to communicate orally and in writing.
- Ability to plan, organize, and supervise the work of others.

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Minimum Qualification(s)

Note: Applicants must meet the following requirement(s) to be considered minimally qualified for the job.

Graduation from high school or possession of a GED Certificate; and
Two years of experience operating or supervising the operation of computerized communications center equipment; and
A passing score on pre-employment testing.

Additional Requirements

- Possession of a valid Florida driver's license at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months.
- No illegal drug use after 30 years of age.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- Prior military personnel must not have a dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a criminal background investigation or update including polygraph, reference/employment/neighborhood checks, and medical evaluation.