HILLSBOROUGH COUNTY
SHERIFF'S OFFICE
DAVID GEE, SHERIFF Tampa, FL

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Job Title: Digital Communications Dispatcher
Job Code: W2773
Pay Grade: WI
Exempt: No
Probation: Twelve-month initial probationary period

Job Overview

Perform duties receiving and directing emergency and non-emergency calls and utilizing emergency communications equipment to dispatch emergency response personnel to provide timely response to requests for assistance. Incumbents must obtain the First Aid, Cardiopulmonary Resuscitation (CPR), and FCIC/NCIC Certifications during the initial probationary period.

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.

- Receive 911 and non-emergency calls, quickly and calmly assesses the situation, enter information into the Computer Aided Dispatch (CAD) system for agency dispatch, and/ or redirect them to specific or alternate emergency responding agencies or departments.
- Connect conference calls involving two or more parties to render timely emergency assistance.
- Dispatch emergency response personnel using digital and/or analog voice communications equipment and/or an emergency computer dispatch system.
- Create reports to identify incorrect location information received through the Automatic Location Information system in order to initiate corrective actions.
- Pinpoint the location of emergency/non-emergency calls initiated from land lines or cellular phones using a Global Positioning System (GPS) and initiate emergency call-backs to obtain additional information or to follow-up on disconnected calls.
- Type memoranda and report, duplicate or edit emergency call recordings in response to court subpoenas and public records requests; may be required to testify in court in order to provide an accurate account of information received from emergency/non-emergency calls for assistance.
- Maintain records and reports including shift reports and operational logs.
- Perform other related duties as required.

Knowledge, Skills, and Abilities

- Working knowledge of HCSO policies, procedures and guidelines, digital and audio communications equipment operation, and the communication center standard operating procedures, regulations, and 911 system.
- Some knowledge of law enforcement, emergency medical or fire terminology, and effective communication techniques.
- Ability to accurately assess emergency information, make correct decisions, and respond to emergencies in a calm and controlled manner.
- Ability to operate a multi-line or computerized telephone, digital, audio, or radio communications equipment.
- Ability to communicate effectively, both orally and in writing.

- Ability to locate offices, agencies, or individuals promptly through directories or other information sources.
- Ability to maintain confidential information and work under stressful conditions.
- Ability to work effectively with others and follow established procedures.
- Ability to accurately sort, file, and retrieve material using alphabetical, numerical, or chronological systems.

Other Characteristics

- Willingness to work rotating shifts including nights, weekends, and holidays.
- Willingness to perform duties at temporary emergency command centers and locations during periods of local, state, and national emergencies.

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
One year of experience receiving, assessing, and dispatching calls for assistance; and
Possession of a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification; and
A passing score on a written test; and
A passing score on digital dispatcher pre-employment testing.
OR
Graduation from high school or possession of a GED certificate; and
Two years experience performing customer service duties; and
Possession of a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification; and
A passing score on a written test; and
A passing score on digital dispatcher pre-employment testing.
OR
Graduation from high school or possession of a GED certificate; and
Successful completion of the Digital Communications Dispatcher Trainee program.

Additional Requirements

- Depending on area of assignment, incumbents may be required to possess various licenses or certifications at time of hire or within the probationary period, or obtain them within a specified period of time after hire or appointment to the classification.
- 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.