

HILLSBOROUGH COUNTY **SHERIFF'S OFFICE**

DAVID GEE, SHERIFF

Tampa, FL



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Job Title: Digital Communications Dispatcher Trainee
Job Code: W2779
Pay Grade: WG
Exempt: No
Probation: Twelve-month initial probationary period

Job Overview

Perform trainee 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. Trainees must obtain a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification 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 assess 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 landlines or cellular phones using a Global Positioning System (GPS) and initiate emergency callbacks 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

Note: To be acquired during the training period.

- 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.

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- Ability to accurately assess emergency information, make correct decisions, and respond to emergencies in a calm and controlled manner.
- Ability to operate 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

A passing score on a written test; and

A passing score on digital dispatcher pre-employment testing; and

Meeting of all medical, physical, and psychological requirements; and

Possession of First Aid, Cardiopulmonary Resuscitation (CPR) and FCIC/NCIC Certifications within six months of date of hire.

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.