

HILLSBOROUGH COUNTY **SHERIFF'S OFFICE**

DAVID GEE, SHERIFF

Tampa, FL



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Job Title: Emergency Call Taker
Job Code: W2783
Pay Grade: WG
Exempt: No
Probation: Twelve-month initial probationary period

Job Overview

Perform duties of receiving 911 calls, assessing the calls, recording information, and redirecting the call to an appropriate agency or a Sheriff's dispatcher.

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 calls, quickly and calmly assess the situation, enter information into the Computer Aided Dispatch (CAD) system for law enforcement 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 and initiate emergency callbacks to obtain additional information or to follow-up on disconnected calls.
- 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).
- Research local, state, and federal law enforcement databases when information dictates or when requested to verify outstanding warrants, location history information, and other information and provide the information to the responding officer prior to arriving at the emergency location.
- Type memoranda and reports and 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

- Some knowledge of 911 system, effective communication techniques, audio communication equipment operation, and law enforcement terminology.
- Some knowledge of Agency policies, procedures, and guidelines.
- Some knowledge of computerized mapping systems and related software use and application.



- Ability to respond to emergency situations in a calm and controlled manner.
- Ability to accurately assess emergency information and make correct decisions.
- Ability to operate computerized telephone equipment.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow oral and written instruction and to follow established procedures.
- Ability to work under stressful conditions and maintain confidential information.
- 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)

Graduation from high school or possession of a GED certificate; and
One year of experience receiving and assessing calls for assistance; and
Possession of a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification; and
Possession of a valid Driver License; and
A passing score on emergency call taker pre-employment testing.

OR

Graduation from high school or possession of a GED certificate; and
Successful completion of the Emergency Call Taker Trainee program; and
Possession of a valid Driver License.

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.