**Notice of Vacancy**

**External Post Date:** February 27, 2024-until filled

**Position:** Public Safety Telecommunicator

**Department**: Police Department

**Start Date:** To Be Determined

**Pay Range:** $17.31 per hour - $19.23 per hour.

**Job Type:** Full Time-Union Eligible

**JOB FUNCTION/ PURPOSE:**

The Public Safety Telecommunicator-Police Department Performs work involving the receipt and documentation of routine and non-routine exchanges typical to Fire/Police emergency calls and public safety related non-emergency calls; performs the full range of fire dispatch and radio operation functions as needed

**EXAMPLES OF WORK**

*This section of the job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job. Performance of lower-level duties may be required.*

**RESPONSIBILITIES/ ESSENTIAL JOB FUNCTIONS:**

* Receives telephone calls requesting assistance or information from citizens or emergency service agencies/personnel;
* Screens calls, determines the appropriate actions, and initiates action as required by standard operating procedures;
* Uses phone location services as needed to determine where to send emergency assistance;
* Dispatches the proper equipment to handle Police and Fire emergencies, relays information, and executes tasks/requests related to these emergencies;
* Coordinates with other agencies in relaying or securing information and maintains constant contact with established operating frequencies;
* Maintains accurate records of incoming and outgoing calls by entering information into computer;
* Monitors radio transmissions on required radio channels, responds to requests made over said frequencies, and maintains appropriate documentation of actions;
* Operates telephone systems, , radio, and associated peripheral communications equipment;
* Maintains knowledge of police terminology;
* Maintains knowledge of fire terminology;
* Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
* Rotating shift, weekend, holiday, and overtime schedules.
* Preference will be given to those who have experience in both call-taking and dispatch in an emergency communications center.
* Performs other related job duties as assigned.

**NON-ESSENTIAL FUNCTIONS**

* Performs other duties as assigned.

CERTIFICATIONS AND LICENSES:

* Valid Driver’s License Required.
* Florida Driver’s License required within 30 days of hire.
* **Florida 911 Public Safety Telecommunicator Certified or 911 call center experience is preferred.**
* Public Safety Telecommunicator Certification within 6 months of hire.
* Florida Department of Law Enforcement (FCIC) Certification within 6 months of hire.
* Cardiopulmonary Resuscitation (CPR) Certification upon appointment

**KNOWLEDGE, SKILLS. AND ABILITIES**

* Knowledge of automated office equipment, practices, and procedures;
* Knowledge of basic radio equipment operations and procedures (receiving and transmitting);
* Knowledge of computerized telephone equipment operations and procedures;
* Knowledge of City and County geography, corporate areas, roadway networks, locations of important attractions, major buildings, subdivisions, and landmarks;
* Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment;
* Knowledge of legal terminology, grammar, spelling, and math;
* Knowledge of recordkeeping practices and procedures;
* Skill in the application of quality customer service;
* Skill in the operation of automated office equipment;
* Ability to apply basic computer applications;
* Ability to hear through a headset while positioned at a workstation for an extended period;
* Ability to make prompt, accurate decisions during emergency situations;
* Ability to react calmly and secure essential information when dealing with excited persons;
* Ability to simultaneously handle multiple calls/tasks;
* Ability to speak in a clear well-modulated voice and deal with the public in a firm, courteous, tactful, and impartial manner;
* Ability to type at a reasonable rate of speed.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

* High School diploma or equivalent.
* Active Department of Health Public Safety Telecommunicator Certification

**RESIDENCY REQUIREMENT**

The employee must reside within 45 minutes of Williston Police Department (5 SW 1st Avenue Williston FL 32696) using a mapping program.

**PHYSICAL AND ENVIORNMENTAL REQUIREMENTS**

To perform this job successfully, an individual must possess certain physical abilities and be able to withstand work related environmental conditions. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

**PHYSICAL AND DEXTERITY REQUIREMENTS:**

Position requires mostly sedentary work that will occasionally require walking or standing for brief periods of time. Requires sedentary work that involves sitting or standing for prolonged periods of time and may involve exerting up to fifteen (15) pounds of force occasionally to move objects, or considerable skill, adeptness, and speed in the use of fingers, hands or limbs in tasks involving repetitive motions and the use of standard office equipment.

Great physical effort is not necessarily a part of the job, but long hours to attend evening meetings or to work on agency related matters may be required.  Occasional travel out of town may also be necessary.  Stamina is required to endure and resolve crisis oriented work situations.

Work is performed in an environment with crisis situations that require major decisions involving people, resources, and property.

**SENSORY REQUIREMENTS:**

Sensory ability refers to hearing, sight, touch, taste, and smell required by the job. The job requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

**ADDITIONAL INFORMATION/REQUIREMENTS**

During periods when the City Mayor issues an emergency declaration for the City of Williston, all employees may be required to work in preparation, response or recovery activities related to the stated emergency.

**COMPLETION OF APPLICATION:**

*Applicants will be given credit only for information provided in response to the announcement and included on the completed application.  Applications should include at least ten (10) years of work experience on the application (if applicable). No additional information will be solicited or considered by this office; therefore, individuals who submit incomplete applications may not receive full credit for their education, training and experience. Applicants will not automatically be given credit based on their position or title.*

**The successful candidate will be subject to a background check and drug screening.**