

Index as: TELECOMMUNICATOR JOB DESCRIPTION**AMENDED MAY 16, 2012**

public safety related work requiring the efficient and skilled operation of telephone and radio dispatching utilizing the CAD system used in the DeSoto County Sheriff's Office Communications Center. All engagements with the public shall be performed with politeness, concern and professional courtesy.

The DeSoto County Sheriff's Office affirms and adopts all requirements for employment as set forth in Section 943.13 Florida Statutes.

ESSENTIAL JOB FUNCTIONS

- A. These essential job functions are not to be construed as a complete statement of all duties performed. Employees will perform other job related functions as required.
- Operated telephone answering equipment and radio dispatching equipment for dispatching public safety personnel to calls for service and relaying information between field personnel and other necessary agencies. Handles and processes complaints. Translates and encodes signals and codes.
 - Maintains visual records of all assigned units as to locations availability, and type of equipment. Takes and records messages.
 - Operates teletypewriter equipment; accesses, inputs and retrieves information from a computer; teletypes on local, state, and national networks.
 - Operates computer (CAD) equipment in securing data upon request.
 - Coordinates the movements of several public safety units.
 - Performs data entry clerical duties and records information, checks print-out information and makes appropriate corrections.
 - Performs typing of letters, records and reports.

ESSENTIAL PHYSICAL SKILLS:

- Multi-tasking skills, speaking, listening and typing at same time.
- Able to effectively communicate orally with good diction and enunciation.
- Must be able to access, input and retrieve information from a computer.
- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without correction).
- Sitting for long periods of time.

7. ENVIRONMENTAL CONDITIONS:

- Works inside under frequent stressful situations.
- Exposure to public contact.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

I. DIVISION POLICIES AND PROCEDURES

- A. Telecommunicators shall comply with all policies, procedures and directives as set forth in the DeSoto County Sheriff's Office General Orders and Directives in the performance of assigned duties..

I. TRAINING

In accordance with Florida Statutes 365.172, 401, 411, and 401.465:

- A. Non-Certified Telecommunicators will be required to attend academy training consisting of at least 232 hours and achieve a passing grade within the first year of employment. After passing the requirements of the academy, the Telecommunicator must apply for certification from The Florida Department of Health.
- B. All Telecommunicators must attend and complete a minimum of 20 hours training within each two-year block after attaining state certification.