



# Support Bureau Telecommunicator

DeSoto County Sheriff's Office  
208 East Cypress Street  
Arcadia, Florida 34266

Class Code: 300

Revised 10/01/2020

SALARY RANGE \$30,000.00

## GENERAL DESCRIPTION OF DUTIES:

Receives calls for emergency and non-emergency services, screens calls and dispatches law enforcement or other appropriate response vehicles to investigate; operates a computer-aided dispatch system and computerized electronics communications system; monitors radio traffic, and location information of law enforcement personnel. Entry Level.

The DeSoto County Sheriff's Office affirms and adopts all requirements for employment as set in section 943.13 F.S.

## ATTENDANCE:

- Attendance is a mandatory and essential job function. Employees must show up to work and leave work on time.
- Employees must limit breaks and lunches to the allotted time.
- Employees are to use annual and sick time in accordance with General Orders, and provide proper notice of leave to management.

## KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to accurately enter and/or retrieve information from various computer systems and / or programs in a timely manner.
- Ability to communicate effectively verbally and in writing.
- Ability to react quickly and calmly to emergency situations, recognize and understand others' reactions, use logic and reasoning to identify solutions, and make effective decisions while in stressful situations and circumstances.
- Ability to prioritize work.
- Knowledge of the geography of the county and its road network.
- Knowledge of dispatch codes and signals used to respond to emergency and non-emergency services.
- Knowledge of FCIC/ NCIC rules and regulations, codes, and query forms.
- Knowledge of computerized communications center systems and procedures.
- Skill in the use of computers, two-way radio communications, and various other equipment used to perform daily functions of position.

- Skill in eliciting critical information from citizens in a stressful or life threatening situation.
- Skill in accurately performing data entry at 100 keystrokes per minute.
- Required to speak and hear clearly, sit for extended period of time, normally 10-12 hours.

#### TASKS :

- Answers emergency and non-emergency calls for service.
- Operates a state-of-the-art computer aided dispatch (CAD) system and computerized electronics communication system. Screens and inputs calls for service into system including reported crime( s), using proper event codes.
- Evaluates and prioritizes calls for service to determine the nature of the call and appropriate level of service required.
- Dispatches and monitors radio traffic and location information of law enforcement personnel simultaneously.
- Checks jurisdictional boundaries and notifies other agencies when a call is within their boundaries. Provides assistance as required.
- Responds to inquiries from law enforcement personnel for information on tag numbers, warrants, and other miscellaneous inquires. Makes phone calls as needed.
- Maintains communication logs in accordance with state regulations and agency policies.
- Successfully completes all assignments to duties as directed specifications, within specified timeframe and budget as directed and in accordance with agency policies and regulations.
- Performs other related duties as assigned.
- Successfully passes the In-House Telecommunications Academy as well as the State Board Exam.
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#### POLICIES:

- Volume of work accomplished is consistent with position requirements and produced within quality tolerance standards.
- Works with other team members to achieve group goals by contributing ideas in group settings, accepting ideas contributed by others, operating within team rules, participating in team meetings with team members to improve job knowledge and skills, putting team goals over personal goals, and supporting team leaders once decisions are made.
- Follows standard office procedures, safety policies and procedures and agency General Orders.
- Maintains good interpersonal relations (the manner in which the employee responds emotionally and verbally) with the public, other employees, and supervisors. This policy also relates to the image the employee projects and includes cleanliness and personal grooming.
- Operates and cares for equipment, and tools according to prescribed standards and schedules.
- Notify the Investigative Bureau of any suspicious activity and information.
- Prepares letters, correspondence and any reports that are required or due.

#### PHYSICAL ABILITIES:

- Work may typically involve some combination of reaching, bending, stooping, kneeling, and crouching.
- Typically sit at a desk or table and use hands and fingers to handle and feel, required to work for sustained periods of time maintaining concentrated attention to detail.
- Requires knowledge of proper grammar, spelling, and letter writing.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent (GED) required.
- Valid Florida driver license required.
- 35 WPM typing desired/ but not required.
- Must become certified as a Florida DOE Public Safety Telecommunicator within twelve (12) months of appointment.
- Must be NCIC/FCIC certified or must obtain certification within six (6) months of appointment.
- 24/7 operation, employee must be able to work 12 hour shifts.

NOTE:

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The DeSoto County Sheriff's Office does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, age, veteran status, marital status, familial status, sexual orientation/preference, gender identity, gender expression, political beliefs, disability/handicap, genetics or any other characteristics protected by local, state, or federal law in employment or the provision of service.

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