HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Digital Communications Dispatcher

Job Code: W2773
Pay Grade: WK
Pay Scale: $23.52-$35.97 Hourly; $48,921.60-$74,817.60 Annually
Exempt: No

OVERVIEW

Digital Communications Dispatchers possessing a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification will start at 5% above the minimum hourly rate.

Receive and direct emergency and non-emergency calls and utilizing emergency communications equipment to dispatch emergency response personnel to provide timely response to requests for assistance. First Aid, Cardiopulmonary Resuscitation (CPR), and Florida Crime Information Center/ National Crime Information Center (FCIC/NCIC) certifications must be obtained during the probationary period.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Receive 9-1-1 and non-emergency calls, quickly and calmly assesses 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 to initiate corrective actions.
- Pinpoint the location of emergency/non-emergency calls initiated from land lines or cellular phones using a Global Positioning System (GPS) and initiate emergency call-backs 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, and testify in court 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 & ABILITIES

- Working knowledge of Sheriff's Office policies, procedures and guidelines, digital and audio communications equipment operation, and the communication center standard operating procedures, regulations, and 9-1-1 system.
- Some knowledge of law enforcement, emergency medical or fire terminology, and effective communication techniques.
- Ability to accurately assess emergency information, make correct decisions, and respond to emergencies in a calm and controlled manner.
- Ability to operate a 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.

SKILLS

- Enhanced 911
- Answering Telephones
- Maintaining Composure
- Emergency Procedures
- Geographic Information Systems (GIS)
- Computer Aided Dispatch (CAD)
- Police Dispatching
- Emergency Situations
- Lifesaving
- Dispatch Operations

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Frequent exposure to potentially distressing calls.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Shift work: May work day or night shifts and non-standard hours/days including weekends and holidays.
- Required to wear a Sheriff's Office provided uniform.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Possession of a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification.
- One year of experience receiving, assessing, and dispatching calls for assistance.

OR

- A high school diploma or possession of a GED certificate.
- Possession of a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification.
- Two years of experience performing customer service duties.

OR

- Successful completion of the Hillsborough County Sheriff's Office Digital Communications Dispatcher Trainee program.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff’s Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No 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 background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff’s Office retains the right to change or assign other duties to this job as necessary.