



## City of Neptune Beach Job Description

Job Title:	<b>Emergency Communications Officer</b>	
Reports to (Title):	Services Division Supervisor	<b>FLSA – Non- Exempt</b>
Department/Division:	Police Department	<b>Salary Range: \$55,000</b>

### GENERAL SUMMARY:

The incumbent of this position performs specialized work in areas of emergency communications. Receives and responds to emergency and non-emergency calls by answering and responding to incoming telephone/911 lines, dispatching officers to calls, operating two-way/multi-channel radio equipment to obtain and relay information; maintaining various logs and files and performing related clerical administrative tasks. Work is performed under general supervision in accordance with departmental procedures. Employees must exercise initiative and independent judgment to properly react and respond appropriately under very stressful conditions. Job requires deskbound work and rotational shift assignment. Work is reviewed while in progress and upon completion through direct observation, audit of tapes, review of logs, and supervisory meetings to ensure compliance with policy and procedures and established standards.

### DUTIES AND RESPONSIBILITIES:

Performs multiple tasks simultaneously; takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.

Maintains conversation with caller to obtain/verify pertinent information and to comfort them until assistance arrives; interacts with highly emotional people who are experiencing death, illness, domestic abuse, mental illness, suicide, natural disasters, etc.

Answers incoming telephone calls; receives and transmits information, complaints, and requests for assistance.

Communicates effectively and coherently over law enforcement and other radio channels; obtains necessary information and dispatches patrol cars, detectives, wreckers; request rescue and fire as needed; handles found property reports; upon request assigns case numbers to calls; maintains logs and records of radio activity and police action.

Maintain, update, and file all appropriate logs/forms; proof read and prepare media file.

Obtain pertinent and accurate information; maintain constant knowledge of available units, pursuit procedures, and emergency alert and disaster procedures.

Electronically record/search for data in multi-application computer systems.

Operates teletype National Crime Information Center/Florida Crime Information Center (NCIC/FCIC); enters and retrieves information from computer; modifies, locates, cancels and clears records within the database.

Maintain current knowledge of all main thoroughfares, access routes, and roads closed for construction or repair.

Notifies appropriate personnel and/or supervisor of critical situations, weather related information, and problems with communications or computer equipment.

Attends training courses as offered by the department or as required by law to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance.

Cooperates with federal, state, and local law enforcement agencies and their officers when activities are related to investigations within the City jurisdiction.

#### KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of public safety agency rules, regulations, and methods of operations. Knowledge of police and utility dispatch procedures. Knowledge of the street systems in Neptune Beach. Knowledge of telephone and radio operating requirements and techniques.

Ability to communicate clearly and effectively, both orally and in writing. Ability to make quick and accurate decisions and coordinate multiple tasks in stressful situations. Ability to read maps, use a computer keyboard, update and keep accurate records. Ability to deal courteously and respectfully with the public.

#### EDUCATION AND EXPERIENCE:

High school diploma or GED; supplemented by some to no previous experience or training involving dispatching; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills, and abilities for this job. Must pass a background investigation, physical examination and drug test. Must be able to obtain and maintain all required certifications. Must possess and maintain a valid Florida driver's license.

#### PERFORMANCE APTITUDES:

Requires the ability to review, classify, categorize, prioritize, and/or analyze data.

Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Requires the ability to operate equipment; to utilize a wide variety of reference, descriptive, and information.

Requires the ability to perform addition, subtraction, multiplication, and division.

Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

#### ADA COMPLIANCE:

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling objects and material of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

**DISCLAIMER:** The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and qualifications required of employees assigned to this job.

The City of Neptune Beach, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

For Office Use Only

Revision Date: 10/16/11

Previous Revision Date: 12/08/08

Previous Title: Dispatcher/Clerk