



### 3.2.33 Communications Operator

#### Job Responsibilities (continued)

Dispatchers also handle the public, including transients, in person, as well as referrals to other agencies such as the Welfare Department, Sheriff's Office, Highway Patrol and the Beach Police Department.

Receives information calls for funeral escorts and enters the information received on a calendar, notifies the sector officers of the event and if they need to block or close a street. Responsible for completing information reports such as extra patrol and supplementary reports. Completes the necessary police reports when appropriate

Receives calls via phone from numerous alarm companies to report alarms at various businesses, residences, financial institutions, and schools. Obtains proper information in order to dispatch. Ensures bank alarm procedures are followed for financial institutions, both during the day and at night. Accurately enters all radio transmissions regarding alarm calls into the C.A.D. computer system.

Accurately maintains rotation wrecker electronic log with all necessary information. Notifies wreckers via a rotation list and at the request of citizens for police officers. Keeps a separate written wrecker log of vehicles that are repossessed and towed from private property.

Dispatchers are required to attend and complete the FCIC (Florida Crime Information Center) terminal operation training session to operate the FCIC/NCIC (National Crime Information Center) terminal. Accurately enters all stolen articles, guns, or missing persons into the system.

Responsible for sending teletypes both in state and out of state, including but not limited to, BOLOs to various agencies at the request of police officers and investigators. Receives incoming teletypes both statewide and nationwide. Appropriate teletypes are acknowledged, issued to patrol officers and relayed to appropriate department personnel. Performs maintenance of the teletype equipment as required.

Responsible for running wanted checks and registration checks on all vehicles stopped by police officers in addition to their additional requests. Computer checks are run on all persons arrested by this Department. Checks warrants via NCIC/FCIC computer, local warrants file and through the Sheriff's Office Master Name Index computer.

Accurately maintains and updates dissemination log with all required information on all Florida Summaries, Florida Histories and Criminal Histories made into the system.

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3.2.33 Communications Operator
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Job Responsibilities (continued)

Monitors police primary, Sheriff's net and inter-City radio, as well as the Fire Department frequency. Checks on status of fire calls. Notifies emergency personnel and agencies when called upon to do so for the Fire Department.

Advises shift commander of all information necessary.

Education, Training and Experience

Knowledge of or willingness to learn federal and state regulations governing transmission by radio; some knowledge of office routines; some knowledge of geography of City; ability to type at a reasonable rate of speed; pleasing personality; courteous; ability to speak distinctly; high school diploma required. Must be a certified as a 911 Public Safety Telecommunicator, and maintain the certification with the required hours of training every two years. The 911 Public Safety Telecommunicator certification must be obtained within one year of hire date, and must pass the State Certification test.

Driver's License Requirement: None.

Physical Demands

The physical demands representative of those that must be met to perform the essential functions of this job. This position is very sedentary, but does occasionally require standing, walking, bending, and kneeling occasionally. Requires the frequent use of hands to operate computer including keyboard and mouse, radio, telephone, and perform filing duties. The employee is constantly required to communicate and exchange information, which requires the ability to actively listen and communicate effectively through clear speech and hearing in both ears. Specific vision abilities requires the ability to detect various colors including red and green. This position requires the ability to occasionally lift and move files and office supplies up to 20 pounds.

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