



City of Lake Mary

Position Vacancy Announcement 16-26

POSITION TITLE:	Emergency Communications Operator I (Part Time)
STARTING SALARY:	\$14.26/per hour
DEPARTMENT:	Police Department

MINIMUM QUALIFICATIONS:

Graduation from an accredited high school or equivalent. Emergency radio dispatching experience desired but not required. Ability to complete a minimum of 232 hours of 9-1-1 Public Safety Telecommunication curriculum and pass the State Certification Exam within the first probationary year. Must have or be able to complete ICS 100 and 700 courses within six (6) months of hire

Ability to become FCIC/NCIC certified within the first six months of employment.

Ability to acquire knowledge of the geography of the City, its road networks, and surrounding areas.

Ability to acquire knowledge of rules, regulations, and procedures of the operations of the police department.

Ability to acquire knowledge of general principles and practices of public safety, communications operations, and digital and audio communications equipment operation.

Ability and skill to use a computer and related software.

Ability to acquire knowledge of emergency communications equipment and computerized mapping systems and related software use and application.

Ability to operate a multi-line or computerized telephone, digital, audio, or radio communications equipment.

Ability to acquire knowledge of law enforcement terminology.

Ability to respond to emergencies in a calm and controlled manner and to react quickly to multiple emergency situations.

Ability to accurately assess emergency information and make correct decisions.

Ability to follow oral and written instructions and carry out detailed direction.

Ability to speak clearly and distinctly; **ability to type 35 correct words per minute (typing test is required).**

Ability to communicate effectively, both orally and in writing.

Ability to maintain confidential information.

Ability to establish and maintain effective working relationships with others; ability to deal courteously with the public under stressful conditions.

Ability to follow established procedures.

Ability to work under stressful conditions.

Ability and willingness to work rotating shifts including nights, weekends, and holidays.

Ability to work around the constant noise of radio, telephone, and computer equipment.



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POSITION FUNCTION:

This is intermediate technical work requiring considerable judgment in receiving and directing emergency and non-emergency calls utilizing emergency communications equipment to dispatch appropriate personnel. Work is performed under the direct supervision of the Support Services Supervisor and is reviewed through results achieved.

YOU MAY APPLY ON LINE AT WWW.LAKEMARYFL.COM. APPLICATIONS MAY ALSO BE OBTAINED FROM HUMAN RESOURCES, CITY OF LAKE MARY, 100 N. COUNTRY CLUB ROAD, LAKE MARY 32746 OR CONTACT (407) 585-1445.

This City is an Equal Opportunity Employer in compliance with the laws prohibiting discrimination on the basis of race, color, sex, age, marital status, religion, national origin, disability, or any other legally protected status.

The City will provide reasonable accommodations necessary to applicants with disabilities preventing them from completing a City application form. Please contact the Human Resources Manager immediately if you need a special accommodation.

Drug testing is required for this position. Successful applicants will be required to submit to a thorough background investigation including, but not limited to, driver's license review, arrest/conviction records, and a Computerized Voice Stress Analysis (CVSA). A certified examiner administers the CVSA with questions addressing illegal drug use and general questions of honesty and criminal history. Applicants selected for employment will be required to sign a conditional offer pending successful completion of a drug screen and psychological evaluation.

07/11/16

See next page for job description

General Description:

This is intermediate technical work requiring considerable judgment in receiving and directing emergency and non-emergency calls utilizing emergency communications equipment to dispatch appropriate personnel. Work is performed under the direct supervision of the Support Services Supervisor and is reviewed through results achieved.

Essential Job Functions:

Receives 911 and non-emergency calls for agency dispatch or redirects to specific or alternate emergency responding agency or department.

Operates radio communications equipment, recording devices, and computer terminals.

Relays information to and from police units and other City and County law enforcement agencies via radio, County Net, and intercity.

Interviews callers requiring police assistance. Uses the 911 system to receive and transfer calls and identify the location of callers. Initiates emergency callbacks to obtain additional information or to follow-up on disconnected calls.

Completes appropriate computer screens, forms, and logs necessary for documentation of calls for service and actions taken.

Accesses FCIC/NCIC to search/enter information, including but not limited to, criminal histories, missing persons, lost or stolen property, and vehicle registrations as requested.

Follows safe working practices and has a working knowledge of safety practices and procedures in accordance with the City's Safety Plan.

All employees serve an essential role in the City's disaster preparation and/or disaster recovery efforts, as may be designated by the City's Emergency Manager.

Performs related duties as required and other such work as may be assigned.

NOTE: THE LISTED DUTIES ARE ONLY ILLUSTRATIVE AND ARE NOT INTENDED TO DESCRIBE EVERY FUNCTION THAT MAY BE PERFORMED BY THIS JOB CLASS. THE OMISSION OF SPECIFIC STATEMENTS DOES NOT PRECLUDE MANAGEMENT FROM ASSIGNING SPECIFIC DUTIES NOT LISTED IF SUCH DUTIES ARE A LOGICAL ASSIGNMENT TO THE POSITION.

Minimum Qualifications

Knowledge, Abilities and Skills:

- Ability to acquire knowledge of the geography of the City, its road networks, and surrounding areas.
- Ability to acquire knowledge of rules, regulations, and procedures of the operations of the police department.
- Ability to acquire knowledge of general principles and practices of public safety, communications operations, and digital and audio communications equipment operation.
- Ability and skill to use a computer and related software.
- Ability to acquire knowledge of emergency communications equipment and computerized mapping systems and related software use and application.

- Ability to operate a multi-line or computerized telephone, digital, audio, or radio communications equipment.
- Ability to acquire knowledge of law enforcement terminology.
- Ability to respond to emergencies in a calm and controlled manner and to react quickly to multiple emergency situations.
- Ability to accurately assess emergency information and make correct decisions.
- Ability to follow oral and written instructions and carry out detailed direction.
- Ability to speak clearly and distinctly; ability to type 35 correct words per minute (typing test is required).
- Ability to communicate effectively, both orally and in writing.
- Ability to maintain confidential information.
- Ability to establish and maintain effective working relationships with others; ability to deal courteously with the public under stressful conditions.
- Ability to follow established procedures.
- Ability to work under stressful conditions.
- Ability and willingness to work rotating shifts including nights, weekends, and holidays.
- Ability to work around the constant noise of radio, telephone, and computer equipment.

Education, Training and Experience:

Graduation from an accredited high school or equivalent. Emergency radio dispatching experience desired but not required. Ability to complete a minimum of 232 hours of 9-1-1 Public Safety Telecommunication curriculum and pass the State Certification Exam within the first probationary year. Must have or be able to complete ICS 100 and 700 courses within six (6) months of hire.

Licenses, Certifications or Registrations:

- Ability to become FCIC/NCIC certified within the first six months of employment.

Essential Physical Skills:

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Acceptable clarity of speech (with or without reasonable accommodation).
- Ability to communicate both orally and in writing.
- Ability to access file cabinets for filing and retrieval of data.
- Ability to access, input, and retrieve information from a computer on a recurrent basis.
- Ability to sit at a desk and view a display screen for extended periods.
- Ability to type at prescribed words per minute.
- Light lifting and carrying (25 pounds and under).
- Physical requirements may vary by assignment:
 - Reading
 - Writing
 - Walking
 - Standing
 - Pushing
 - Pulling
 - Bending
 - Smelling
 - Stooping
 - Kneeling
 - Reaching
 - Crouching
 - Depth perception
 - Distinguish colors
 - Close vision/adjust focus
 - Constant sitting
 - Repetitive motions

Environmental Conditions:

- Works inside in a confined area under stressful conditions.
- Work involves recurrent computer usage.

The City of Lake Mary 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 encourage both prospective and current employees to discuss potential accommodations with the employer.