



JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Communications Trainee

Department: Police
Pay Grade: 106
FLSA Status: Non-exempt

JOB SUMMARY

Performs responsible specialized work in a training capacity, dispatching police units to emergencies, assisting the public, providing information to officers through State-wide computer systems and complaint desk activities. Work is performed under the direction of the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS

- Receives incoming calls, obtains essential data, evaluates the situation, and takes appropriate response.
- Responds to complaints and handles upset or hostile persons on telephone or at the communications counter.
- Maintains updated information and enters into database.
- Operates radio communication or computer equipment in the emergency command center during disasters or mobilizations.
- Monitors and uses the public safety radio to communicate with Police Department personnel.
- Maintains a wide variety of records and logs.
- Files documents and records.
- Writes supplemental reports as required.
- Maintains security of the communications room.
- Accesses, inputs, and retrieves information from a computer.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

High School Diploma or possession of an acceptable equivalency diploma and one year of experience in the use of a two way communication telephone system.

Special Qualifications:

- Possession of a valid State of Florida driver's license.
- State of Florida 911 Public Safety Telecommunicator state certification must be secured within 1 year and maintained. Employee eligible for Communication Officer Reclassification after completion of certification.

Knowledge, Skills and Abilities:

- Knowledge of the operating characteristics of communications equipment.
- Knowledge of the functions, procedures, policies and regulations of the communications system and of the Police Department.
- Knowledge of City streets and landmarks.
- Ability to elicit information from citizens who are distressed or in a confused state, necessary for proper dispatching.
- Ability to assess people and situations and use judgment in decision making.
- Ability to establish and maintain effective working relations with co-workers and the general public.
- Ability to understand and express ideas clearly and concisely, orally and in writing.
- Ability to speak clearly, distinctly, and politely.
- Ability to access, input, and retrieve information from a computer.
- Ability to perform routine clerical functions.
- Skill in the operation of communication equipment.
- Skill in the efficient operation of the communication and retrieval equipment in the system.

PHYSICAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Reaching: Extending hand(s) and arm(s) in any direction.

- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Talking 2: Shouting in order to be heard above ambient noise level.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Visual Acuity 3: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
- Visual Acuity 4: Have visual acuity to operate motor vehicles and/or heavy equipment.

WORK ENVIRONMENT

Work is performed indoors in an office environment in stressful situations.