

	THE CITY OF KEY WEST Job Description	Union, Non-Exempt Position	
		DATE OF REVISION	10/12/2010
POSITION	TELECOMMUNICATOR I	MIN. HOURLY WAGE	\$15.9702
DEPARTMENT	Police (21-01-521)		
JOB CODE	42650	GRADE	G25

PHYSICAL LOCATION:

- 1604 N. Roosevelt Blvd., Key West

REPORTING RESPONSIBILITIES:

- Communications Supervisor or her/his Designee

GENERAL FUNCTIONS:

- Under general supervision, Telecommunicator I receives and responds to incoming telephone and radio communications; determines the nature of the call and deploys the appropriate personnel and equipment, maintains files, records and maps pertinent to public safety communications; operates a computer terminal and teletype. The Telecommunicator I is responsible for monitoring the activities of other City departments and surrounding agencies; for coordinating inter-agency communications, and for answering routine inquiries from the public regarding public safety services.

ESSENTIAL FUNCTIONS (Without Accommodations):

- Able to speak and understand English clearly in order to be easily understood over police communication equipment
- Able to read, write and understand English in order to report on functions performed
- Able to work a forty (40) hour work week and overtime when necessary
- Able to work on a shift rotation basis
- Able to use equipment and/or materials as specified in this job description
- Able to operate in a stressful situation while handling more than one function, at the same time, quickly and effectively
- Able to see and interpret a map in order to assist the public and the police personnel responding to a call
- Computer literate and keyboard/mouse proficient
- Able to see and hear well enough to perform the duties of this job description
- Able to perform duties, tasks and jobs in a confined work space
- Able to climb stairs

EQUIPMENT TO BE USED:

- Telephone; two-way radio; personal computer, utilizing job and/or City specific software, Teletype, copy machine.

ENVIRONMENT:

- Communications room is air conditioned and totally enclosed

PHYSICAL REQUIREMENT:

- Sitting 75%
- Standing 10%
- Bending/Reaching 10%
- Climbing Stairs 5%

DUTIES/TASKS/JOBS:

- Answers routine inquiries from the public about public safety communications
- Coordinates and directs other agency emergency personnel and equipment in mutual aid situations.
- Directs field units to the scene of an emergency or a routine call
- Monitors, and may periodically dispatch, other City departments
- Monitors Fire Department radio and dispatches Fire Department personnel and equipment
- Operates computers used for entering and retrieving information
- Operates a teletype entering and receiving public safety related information
- Receives routine and emergency public safety calls, and broadcasts those messages over a two-way radio to the appropriate field personnel
- Records and maintains the whereabouts and status of on-duty personnel and equipment

REQUIRED KNOWLEDGE/ SKILLS/ ABILITIES /QUALIFICATIONS:

- Must be able to work rotating shifts
- Must be able to cope with stressful situations firmly, courteously, and tactfully; establishing and maintaining effective public relations
- Must be able to enunciate clearly and concisely
- Must be able to deal effectively with superiors, peers and field units
- Must have a thorough knowledge of geography of City and surrounding areas
- Knowledge of, or willingness and ability to learn and apply Federal and State regulations governing transmissions by radio
- Speak, read, write and understand English
- High school graduate or equivalent, with general office experience
- Pass Florida TABE Test (Test of Adult Basic Education) with a minimum 10th grade level in Reading Comprehension and in Grammar/Mechanics/Spelling.
- Must type 40 wpm as certified by the State of Florida Job Service
- Must pass CVSA (Computer Voice Stress Analysis) exam
- Must have no felony convictions, no misdemeanor convictions involving perjury or false statements; and be of good moral character as established by a background investigation
- Must be able to pass a medical examination, including having normal uncorrected hearing and no speech defect or impairment and a drug analysis

ACKNOWLEDGEMENT

By my signature below, I hereby acknowledge, understand and affirm that, either as part of the pre-employment screening or, post-hire probationary period, a detailed in-person, on-site background investigation will be conducted.

Further, I hereby acknowledge, understand and affirm that, should the above noted background investigation disclose unsatisfactory information, the possibility exists that I may be terminated from further pre-employment consideration or post-hire probationary employment.

Further, I understand that my position is designated a "critical" position, and I SHALL be required to report and remain available for emergency duty in face of an in-coming hurricane or other disaster or declared emergency.

Periodically duties, equipment, material, and/or job setting(s), other than those listed, are required and will be considered as part of the regular job while in effect.

The listing of tasks is in no way to be considered a complete listing of all possible tasks, nor is the requirement for an ability or skill a guarantee that the ability or skill is going to be used.

I _____, have read this job description and hereby agree with the above noted "Acknowledgements", that I meet the requirements and qualifications and if hired can perform these and related duties as assigned. I further affirm that I understand this job description may be amended periodically, as is the right of the City.

Applicant Signature

Date

**THE CITY OF KEY WEST IS AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION /
VETERANS PREFERENCE EMPLOYER
& A DRUG-FREE WORKPLACE**

Apply at:

City Hall, Office of Human Resources
3102 Flagler Ave.
Key West, FL 33040
Telephone: (305) 809-3714