



Police Support Specialist I – Communications Specialist (Non- Emergency)

DEPARTMENT: POLICE

GRADE 16

CHARACTERISTICS OF THE CLASS:

Under the general supervision of a designated departmental supervisor, responsible for receiving, screening, and delivering messages and information over a variety of communication devices. Operates advanced computer systems and related telecommunications equipment and maintains related records. The employee assists the public and agency personnel by providing informational services in a timely manner. Work is reviewed through observation and written reports for adherence to established policies and procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Screen non-emergency phone calls from the public, assess situations, and determine appropriate responses required by police personnel.
2. Execute all duties in compliance with CJIS and departmental policies.
3. Monitor and operate multiple local, state, and national criminal justice databases including Florida Crime Information Center (FCIC), National Crime Information Center (NCIC), Driver and Vehicle Information Database (DAVID), and Criminal Justice System (CJIS).
4. Monitor and operate multiple law enforcement radio equipment to communicate and disseminate pertinent information to police personnel.
5. Monitor various security systems and/or surveillance cameras.
6. Assist the public via telephone and direct requests for various police department services or provides general information and services.
7. Assist field units utilizing various law enforcement resources.
8. Coordinate services for law enforcement personnel including but not limited to towing, public works, traffic control, and animal control requests.
9. Prepare official reports and maintain multiple logs for proper law enforcement record keeping.
10. Perform various departmental callouts for critical incidents.
11. Secure and coordinate overtime assignment requests for police personnel to ensure adequate staffing.
12. Document citizen complaints and/or commendations received over the telephone and forward by email.
13. Perform related work as required.

Knowledge, Abilities, and Skills

1. Knowledge of city streets and local areas.
2. Ability to speak, read, and write in English clearly and effectively.
3. Ability to monitor and disseminate radio communications.
4. Ability to follow complex oral and written instructions.

5. Ability to think clearly and logically under stress.
6. Must be physically able to operate a variety of equipment including computers, printers, faxes, scanners, radios, telephones, and other general office equipment.
7. Skill in interpersonal interactions to elicit critical information from sick, injured, and/or highly emotional individuals who may be in a life-threatening situation.
8. Skill in accurately and rapidly carrying out requests for information or assistance.
9. Ability to write thorough reports.
10. Ability to sit sedentarily for long periods of time.
11. Ability to work in a quiet to moderately loud environment.
12. Knowledge of teletype operations and required processes for NCIC/FCIC functions is preferred but not required.
13. Ability to work 12-hour shifts that include overnight, holiday, and weekend hours.

REQUIREMENTS:

1. High school diploma or GED
2. Proficient with standard office suites and prior experience with proprietary software including Excel, Outlook, and Word.
3. Prior administrative work experience preferred.
4. Must be able to pass State mandated background investigation.
5. Must pass basic skills test and typing test.

PHYSICAL REQUIREMENTS: 1

ENVIRONMENTAL REQUIREMENTS: 1

SENSORY REQUIREMENTS: 3,9