HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Administrative Call Taker

Job Code: W0152
Pay Grade: WH
Pay Scale: $20.95-$38.94 Hourly; $43,576.00-$80,995.20 Annually
Exempt: No

OVERVIEW

Receive non-emergency calls, assess the calls, record information, and redirect the calls to an appropriate agency/entity or a Sheriff's Office dispatcher. The Florida Crime Information Center/ National Crime Information Center (FCIC/NCIC) certification must be obtained during the probationary period.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Receive non-emergency phone calls.
- Enter information into the Computer Aided Dispatch (CAD) for law enforcement dispatch.
- Redirect calls to the appropriate or alternate agency/entity.
- Research local, state, and federal law enforcement databases when information dictates or when requested to verify information such as outstanding warrants and location history information and provide the information to the responding officer(s) prior to arriving at the location.
- Monitor digital alerting system(s).
- Perform duties at temporary emergency command centers and locations during periods of local, state, and national emergencies as required.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Knowledge of call handling software, effective communication techniques, audio communication equipment operation, and law enforcement terminology.
- Knowledge of Sheriff's Office policies, procedures, and guidelines.
- Knowledge of computerized mapping systems and related software use and application.
- Ability to communicate effectively, both orally and in writing.
- Ability to respond to situations in a calm and controlled manner.
- Ability to accurately assess information and make correct decisions.
- Ability to operate computerized equipment.
- Ability to follow oral and written instruction and to follow established procedures.
- Ability to work under stressful conditions and maintain confidential information.

SKILLS

- Answering Telephones
- Proactive Behavior
- Cooperative Work
- Geographic Information Systems (GIS)
- Call Support
- Public Safety

- Data Entry
- Maintaining Composure
- Computer Aided Dispatch (CAD)
- Directing Calls

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff’s Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff’s Office retains the right to change or assign other duties to this job as necessary.