HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Emergency Call Taker

Job Code: W2783
Pay Grade: WI
Pay Scale: $20.90-$31.92 Hourly; $43,472.00-$66,393.60 Annually
Exempt: No

OVERVIEW

Emergency Call Takers possessing a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification will start at 5% above the minimum hourly rate.

Receive 9-1-1 calls, assess the calls, record information, and redirect the calls to an appropriate agency or a Sheriff's dispatcher. First Aid, Cardiopulmonary Resuscitation (CPR), and Florida Crime Information Center/National Crime Information Center (FCIC/NCIC) certifications must be obtained during the probationary period.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Receive 9-1-1 calls, quickly and calmly assess the situation, enter information into the Computer Aided Dispatch (CAD) system for law enforcement dispatch, and/or redirect them to specific or alternate emergency responding agencies or departments.
- Connect conference calls involving two or more parties to render timely emergency assistance and initiate emergency callbacks to obtain additional information or to follow-up on disconnected calls.
- Create reports to identify incorrect location information received through the Automatic Location Information system in order to initiate corrective actions.
- Pinpoint the location of emergency/non-emergency calls initiated from landlines or cellular phones using a Global Positioning System (GPS).
- Research local, state, and federal law enforcement databases when information dictates or when requested to verify outstanding warrants, location history information, and other information and provide the information to the responding officer prior to arriving at the emergency location.
- Type memoranda and report, duplicate or edit emergency call recordings in response to court subpoenas and public records requests and testify in court in order to provide an accurate account of information received from emergency/non-emergency calls for assistance.
- Maintain records and reports including shift reports and operational logs.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Some knowledge of 9-1-1 system, effective communication techniques, audio communication equipment operation, and law enforcement terminology.
- Some knowledge of Agency policies, procedures, and guidelines.
- Some knowledge of computerized mapping systems and related software use and application.
- Ability to respond to emergency situations in a calm and controlled manner.
- Ability to accurately assess emergency information and make correct decisions.

- Ability to operate computerized telephone equipment.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow oral and written instruction and to follow established procedures.
- Ability to work under stressful conditions and maintain confidential information.
- Ability to accurately sort, file, and retrieve material using alphabetical, numerical, or chronological systems.

SKILLS

- Enhanced 911
- Answering Telephones
- Maintaining Composure
- Emergency Procedures
- Geographic Information Systems (GIS)
- Computer Aided Dispatch (CAD)
- Proactive Behavior
- Emergency Situations
- Lifesaving
- Cooperative Work

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Frequent exposure to potentially distressing calls.
- 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).
- Shift work: May work day or night shifts and non-standard hours/days including weekends and holidays.
- Required to wear a Sheriff's Office provided uniform.
- 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.
- Possession of a valid State of Florida 9-1-1 Public Safety Telecommunicator Certification.
- One year of experience receiving and assessing calls for assistance.

OR

- Successful completion of the Hillsborough County Sheriff's Office Emergency Call Taker Trainee status.

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.