



CITY OF OKEECHOBEE

JOB DESCRIPTION

AN EQUAL OPPORTUNITY EMPLOYER

POSITION TITLE: E-911 POLICE DISPATCHER

Department:	Police	Type:	Full-Time
Department Head:	Chief of Police	Salary Range:	\$36,409.26 - \$43,459.80, DOQ
Supervised by:	Lieutenant-Road Unit	Opening Date:	January 17, 2024
Supervision Duties:	None	Preference Date:	January 31, 2024, 4:30 P.M.
FLSA Status:	Non-Exempt	Union Status:	N/A

The job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job. The duties and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

NATURE OF WORK

This is a non-sworn position in the Police Department. Performs reporting and documenting of events and information by radio and telephone for 911 emergencies, normal routine, and functions of the Police Department. Although the employee normally works semi-independent, the position requires a high degree of self-discipline and decision-making ability.

1. ESSENTIAL FUNCTIONS

General:

- Responsible for answering incoming calls for Police and Fire services by way of internal telephone extension, normal 7-digit telephone numbers and the Emergency 911 Phone system.
- Collect pertinent information from callers and disseminate that information to responding units or agencies.
- Determine the priority level of requests for services and mitigate those calls that can be handled without need for committing Department resources to a response.
- Provide pre-arrival emergency medical instruction where needed/appropriate.
- Operate the radio systems for the Police Department, mutual aid support channels and other agencies.
- Monitor and dispatch for all Police and Fire alarm activations.
- Maintain the Computer Aided Dispatch (CAD) records of all responses and services provided by the Police Department.
- Receive requests for other City services (flooding, traffic lights, animal control) after hours, on weekends, and holidays, initiate the appropriate notifications, or give appropriate contact information of services provided by other agencies (water/sewer to OUA, electrical to FPL, etc.).
- Process all paperwork, data entry and alert notifications for all missing persons, stolen vehicles, arrested individuals, etc.
- Keep Senior Police, and when necessary, City Officials, informed 24-hours a day of noteworthy incidents and emergencies.
- Performs other duties and special projects as assigned.

In Support of Police Operations:

- Receive initial calls for services and determine nature, location, and severity of emergency or services required.
- Obtain pertinent caller/witness information for current or future investigation of the incident.
- Obtain suspect/crime information, enter into CAD, and provide to responding units.
- Dispatch appropriate resources to incident, ensuring adequate manpower on-scene, as well as to maintain sufficient remaining coverage City-wide.
- Maintain constant contact with persons reporting crimes in progress, keeping them calm, and relaying that information in a real-time manner to responding Officers.
- Broadcast (and receive broadcasts) to/from surrounding communities via mutual aid Police radio systems regarding

crimes occurring in and around the City.

- g. Maintain radio contact with Officers on-scene to keep the Police Officer-in-charge informed.
- h. Notify additional resources (Detectives, Senior Staff, Tactical Teams, Medical Examiner, etc.) and maintain an accurate information flow with them.
- i. Provide an effective link to outside support agencies (County, Forestry, State Highway, Tow Companies, etc.).
- j. Interact with Department of Motor Vehicles, Criminal History, National Crime Information Center databases via computer with incident related queries.
- k. From time to time, employee may be called to testify in criminal court as to the authenticity of archived recordings and with regards to actions taken during the call taking/dispatching evolution.
- l. Support all Police Department divisions with data entry/gathering and other services as needed.

In Support of Fire/EMS Operations:

- a. Receive initial calls for services and determine the nature, location and severity of emergency or services required.
- b. Requests from Incident Command for additional resources (additional alarms/mutual aid, HazMat Teams, etc.) relayed via radio to surrounding communities.
- c. Patient information relayed when necessary.
- d. Information management with support agencies (Fire Marshals, Department of Environmental Protection, Gas Company, etc.)
- e. Coordination of City and other agencies response to incidents (Police for traffic/crowd control; Public Works for sand, barricades, etc.; OUA Water Plant to flush hydrants; FPL to pull electrical meters; Building Inspector for integrity of damaged structures, etc.; Code Enforcement, etc.).

2. QUALIFICATIONS

A. Knowledge of:

- 1) Principles, practices, and methods of office procedures.
- 2) Utilizing terminology and phraseology consistent with the subculture of all socio-economic levels, routinely talk/confer with individuals both in person and by phone to provide information, solicit information, etc.
- 3) Operating a personal computer, including word processing, spreadsheets, use of email, and use of the internet.
- 4) Operating multi-line telephone systems, cell phones, and other various office equipment.

B. Ability to:

- 1) Touch type accurately and efficiently.
- 2) Spell and use correct grammar.
- 3) Speak calmly and distinctly in stressful situations.
- 4) Multi-task in high stress and normal situations.
- 5) Hear and distinguish the spoken word at ordinary auditory thresholds.
- 6) Control personal emotions and reactions.
- 7) Communicate effectively, orally and in writing with the public, elected officials, department heads, other employees of the City and employees of other governmental agencies.
- 8) Apply good judgement, to deal with co-workers, supervisors, and the public, some of whom may be irate and unreasonable effectively and diplomatically.
- 9) Perform job responsibilities in a timely manner in order to meet scheduled deadlines.
- 10) Physically and mentally work independently.
- 11) Correctly interpret, apply, and make decisions in accordance with departmental policies and procedures.
- 12) Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- 13) Display total discretion when dealing with subjects of confidential nature, always maintaining the City's best interest.
- 14) Coordinate, delegate and negotiate.

- 15) Represent the City at public special events and projects such as career fairs, etc. May require outside office hours.
- 16) Work flexible hours including nights, weekends, and holidays.

3. MINIMUM REQUIREMENTS

A. Education and Experience:

- 1) High school diploma or equivalent.
- 2) Applicants with at least three years E-911 Dispatcher and/or related experience will be considered based on their qualifications and related certifications.

B. Licenses, Certificates, Additional Requirements:

- 1) Must be at least 18 years of age.
- 2) United States Citizen or a resident alien of the State of Florida.
- 3) Valid Florida Driver's License (three-year clean driving record and maintained after employment).
- 4) Must have, and maintain after employment, an active account with a financial institution for required participation in payroll direct deposit.
- 5) Pass pre-employment substance screening and complete physical upon being offered employment.
- 6) Pass background investigation and reference check, including an FDLE criminal background check.

4. TOOLS AND EQUIPMENT USED

Multi-line telephone system, two-way radios, cell phones, fax machines, 10-key calculator, copy machines, miscellaneous office equipment, and accessories customarily used in an office environment and motor vehicles.

5. PHYSICAL DEMANDS

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and office equipment. The employee is regularly required to sit, walk, talk or hear. The employee is required to use hands to finger, handle, feel or operate objects or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl; and smell.

Requires sitting for long periods, using telephones, computers, and two-way radios. As a result, employee can experience significant eyestrain and back discomfort. Employees work on a rotating 12-hour shift, making it necessary to continually adjust eating and sleeping habits.

Must have sufficient physical strength and ability to lift, move and carry objects weighing up to 30 pounds and to repeatedly lift, move and carry objects weighing more than 30 pounds with assistance independently and repeatedly. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

6. WORK ENVIRONMENT

This job consists of work situations which are of a repetitive and non-repetitive nature. Many complex decisions are based on concrete and abstract variables requiring a high degree of accuracy. This is particularly evident in situations in which the life or death of a Field Officer, or member of the public at large, depends upon the accuracy and efficiency of the employee's work performance. For these reasons, decisions are frequently made under stress and the employee is held accountable for actions taken.

This profession can be very demanding and stressful, especially when many calls come in at the same time. The dispatcher must be able to respond quickly and efficiently in critical situations, be calm and objective, in order to control the situation. The noise level in the work environment is usually quiet to moderate. There may be distracting background noise from multiple phones ringing and conversations.

The employee must have the ability to report for work on time and be able to work rotating shift hours and extended hours when required by supervisors, including holidays, evenings, weekends, or any other period not included in the employee's regular shift schedule.

7. WORK LOCATION AND HOURS

Police Department, 50 Southeast 2nd Avenue.

Dispatch Operations are located within the Okeechobee County Emergency Operations Center at 707 NW 6th Street.

Full-Time Regular Recurring Work Period: 7-Day Work Period with 40-hour Workweek based on 12-Hour Rotating Shifts, with one designated, 4-hour shift per workweek.

Part-Time Work Period: Shift hours are based on the Department needs. Generally, no less than 8 hours, and not to exceed 27-hours per workweek; when necessary, personnel may be scheduled to work up to 40-hours per workweek, but not on a routine basis.

8. ADDITIONAL INFORMATION

- A. **Evaluation Period:** Successful candidates will be on a new hire probationary/evaluation period for a minimum of 6-months, to allow a period for an evaluation of ability, work habits and conduct. The Police Chief has authority to dismiss the new employee without notice and without cause being given. *Employees are not authorized to use accrued annual leave hours while on new hire probation.
- B. **Drug Testing Policy:** The City is committed to providing a safe work environment for all of its employees. The abuse of alcohol and drugs is a national problem which impairs the safety and health of employees and the public, promotes crime, and harms the entire community. In order to maintain the highest standards of morale, productivity, and safety, the City has instituted a drug and alcohol-free workplace program.
- C. **E-Verify:** To comply with Federal and State law, the City participates in E-Verify. All newly hired employees are queried through this electron system established by the Department of Homeland Security and the Social Security Administration to verify their identity and employment eligibility. Any employment offer is contingent upon compliance for Form I-9 completion timelines and confirmation of employment authorization by E-Verify.
- D. **Benefits:** An excellent benefits package accompanies the City's competitive salaries and opportunity for continuing professional development. Our employees enjoy the many advantages of living in South Florida with its wonderful sub-tropical climate, exceptional year-round recreational opportunities, and the following benefits:
 - Health Insurance (City pays coverage for employee and contributes toward family/spouse premiums)
 - Group Life and Disability Insurance (City pays coverage for employee). Additional policies can be added at group rates by the employee.
 - Additional variety of insurances may be obtained at group rates by the employee through payroll deduction (examples are, but not limited to, legal, cancer, long term illness, dental, and vision)
 - Job Connected Injury Benefits
 - Uniforms Furnished
 - Paid Leave Benefits (accruing 96.0 hours *annual leave and 96.0 hours sick leave per year, plus other types)
 - 12 Paid Holidays
 - Available Credit Union membership
 - Defined Member Benefit Retirement Plan (City and employee contributions)
 - 457 Deferred Compensation Plan (employee contribution)
 - Direct Deposit Bi-weekly Payroll (mandatory participation required)

- E. Veterans' Preference:** Former military personnel, or their spouse, that have been verified as a "Veteran" under Florida Administrative Code Rule 55A-7.009 will receive an interview if they meet the minimum competency factors of the position. The Veterans' preference laws do not guarantee the Veteran a job. Positions are filled with the best qualified candidate as determined by the hiring Department Head.

CONTACT: *Lane Earnest-Gamiotea, CMC, City Clerk/Personnel Administrator*
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