



DISPATCHER POLICE DEPARTMENT

GENERAL DESCRIPTION:

Under the general supervision of the Communications Supervisor and Administrative Director, receives all incoming telephone calls. Dispatches all emergency calls to appropriate divisions. Responsible for the operation of sophisticated communications and information retrieval systems. Must be willing to work variable hours and able to remain at the post for long periods of time.

EMERGENCY RESPONSE / RECOVERY ACTIVITIES:

All employees will be required to work before, during, or after an emergency. During an emergency, employees may temporarily be assigned to work and perform duties outside the normal scope of their position, location, and work schedule to fit the needs of the Pasco County the City and its citizens.

ESSENTIAL JOB FUNCTONS:

- Assigned to a shift (12 hours presently rotating every four months), operates a communications system maintaining contact with police and fire/rescue units.
- Must be available to work any shift, holidays, weekends, and overtime as required.
- Receive citizen-initiated calls for service in-person, by telephone, and/or via the 911 system. Prioritize and dispatch calls for service to appropriate police/fire units—accurate and rapid processing of routine and emergency calls, which requires following prescribed standard operating procedures.
- Dispatch Police/Fire unit(s) to answer a call for service (C.F.S.). Maintain real-time awareness of location, status, and activities of police/fire units. Transferring callers to other emergency response agencies.
- Provides information concerning the location of residences, businesses, roads, and streets and other related information requested or needed by field personnel.
- Effectively communicate via electronic devices (ex: telephone, two-way police/fire radios, etc.)
- Accurately and efficiently enter and retrieve data into a computer-aided dispatch system
- Maintains computerized communications records
- Accurately enter and maintain agency records in the NCIC/FCIC system

- Reviews routine and emergency telephone requests for assistance concerning police and other matters involving public safety. Determines action to be taken or agency to be referred to.
- Perform other work-related tasks as required or assigned by the supervisor

KNOWLEDGE, SKILLS & ABILITIES:

- 18 years of age
- U.S. Citizen
- No felony arrest history
- Honorable/General discharge from the military (if applicable)
- Accurate typing skills (spelling and grammar)
- Skill in the use of data input/retrieval equipment
- Ability to access, input, and retrieve information from computer
- Ability to efficiently learn the operating characteristics of the communications equipment
- Experience in the use of two-way communications equipment
- Ability to efficiently learn the functions, policies, procedures, and regulations of the communications system and of the police department
- Ability to efficiently learn city streets, landmarks, and businesses
- Ability to function calmly and efficiently in a sometimes highly demanding work environment
- Ability to think and speak clearly and professionally under pressure
- Ability to understand and follow oral and written instructions
- Ability to elicit information necessary for proper dispatching from citizens in a distressed or confused condition
- Ability to assess people and situations and use good judgment in decision making

PHYSICAL SKILLS:

- Acceptable eyesight (with or without correction)
- Adequate hearing (with or without a hearing aid)
- Ability to communicate both orally and in writing.
- Ability to access, input, and retrieve information
- Ability to sit at a desk and view a display screen for extended periods
- Work within a closed office environment under occasionally stressful conditions.

EDUCATION, TRAINING & EXPERIENCE:

- Graduation from High School or G.E.D. Graduation from an accredited college or university with an Associate's Degree in a related field is preferred.

LICENCES, CERTIFICATIONS, OR REGISTRATIONS:

- Must successfully pass the certification test for FCIC/NCIC in accordance with FCIC Section II (FCIC/NCIC User Requirements)

JOB LOCATION: Police Department, 6333 Ridge Road

HIRING RATE: Depends on Qualifications/Experience –Salary Range Range \$15.16 – \$18.42 per/hour

CLOSING DATE: Open Until Filled

BENEFITS:

The benefits package includes 100% employer-paid medical, dental, and life insurance; vacation (first year – two weeks); sick (first year – two weeks); personal time (three days annually); ten (10) paid holidays (annually), and part of the Florida Retirement System (F.R.S.) program. The City also has a deferred compensation program and access to additional insurances (i.e.: Aflac)

Employees interested in this position should complete the City of Port Richey Internal Job Application and submit it to the City Human Resource Department. Application and complete job posting are available at www.cityofportrichey.com or by contacting the Human Resources office at (727) 816-1900 ext. 136 or email i.nieves@cityofportrichey.com

Applications are subject to the Florida open public records law and are subject to public disclosure. The City of Port Richey is an Equal Opportunity Employer, a Drug-Free Workplace, and does not discriminate based on race, color, religion, creed, sex, national origin, age, disability, pregnancy status, sexual orientation, gender identity, veteran status, marital status, or other status protected by law.

Signature: _____ Date: _____

Date Modified: 04.2024

PBA Contract Oct. 2022 \$14.16
Oct. 2023 \$14.58