



**CITY OF LAKE ALFRED  
POLICE DEPARTMENT  
JOB DESCRIPTION**

**TITLE:** Communications Operator  
Grade 5 – full time

**DEPARTMENT:** Police Department

**GENERAL DESCRIPTION:** Performs work within a seven (7) day per week, twenty-four (24) hour per day emergency dispatch center taking both police and fire calls for service and dispatching the appropriate service calls. Answers equipment (phones, radios and E911 calls) to receive and/or respond to emergency and non-emergency requests for assistance/information from officers and the general public to assist in the protection of life and property. Accountable to and works under the direction of the Police Chief.

**ESSENTIAL JOB FUNCTIONS:**

- A. Operates multiple modes of communications equipment such as telephones, two-way radio systems, computers, Computer Aided Dispatch System, and enhanced 911 Public Safety Answering Point system.
- B. Receives information and/or complaints from the public via telephone, radio and in person.
- C. Processes information and complaints with the appropriate response or disposition made and recorded in written and/or computerized form.
- D. As necessary, route information to the appropriate authority or section to include police, fire, emergency medical services and other city, state and federal public assistance agencies or enforcement agencies.
- E. Information is disseminated by the dispatcher to the appropriate authority or section by telephone, radio, computerized equipment, in writing or in person.
- F. Maintains logs, records, forms, and assists in submitting all required reports..
- G. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department
- H. Makes decisions that could affect lives and property. These decisions are based on knowledge of city, state, and federal law.
- I. Performs other related duties as directed or required by the Police Chief.

**MINIMUM QUALIFICATIONS:**

High school graduation or possession of an acceptable equivalency diploma. Knowledge of telephone switchboard and two-way radio equipment is beneficial. 9-1-1 telephone emergency certification is preferred. An equivalent combination and experience that is determined to be directly related to the foregoing specific requirements may be substituted.



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**KNOWLEDGE, SKILLS AND ABILITIES:**

- ❖ Thorough knowledge of Federal Communications rules and regulations pertaining to the use and operation of radio and telephone equipment.
- ❖ Knowledge of dispatching principles and practices.
- ❖ Considerable knowledge of the operation of data entry, information terminals and related office equipment.
- ❖ General knowledge of city, county, state and federal laws pertaining to police authority.
- ❖ Knowledge of health and safety laws and regulations.
- ❖ Thorough knowledge of department rules, regulations, practices and procedures
- ❖ Knowledge of geographical boundaries of the city, and the locations of political governmental subdivisions with the area.
- ❖ Knowledge of how to locate information through city departments
- ❖ Must maintain stable emotions in a stressful environment; work independently and confidently under stressful conditions; react calmly and quickly in emergency situations.
- ❖ Ability to operate a radio system, telephone and telephone switchboard equipment
- ❖ Ability to operate a computer and related office machinery.
- ❖ Ability to exercise good judgment in gathering information, evaluating situations and making decisions.
- ❖ Ability to maintain necessary and required logs, complaints, reports and files.
- ❖ Ability to process complaints, dispatch messages and provide the public, fire department, rescue and ambulance services and officers in the field, with rapid, efficient and accurate service under variable conditions.
- ❖ Ability to learn, within a reasonable period the applicable procedures, techniques and regulations involved in the operations of a Police/Fire Communications Center.

**EDUCATION AND EXPERIENCE:**

High school graduation or possession of an acceptable equivalent diploma. Must have valid Florida Class "E" driver's license and valid telephone number. *(A comparable amount of education, training or experience may be substituted for the minimum qualifications.)*

**LICENSES, CERTIFICATION OR REGISTRATION:**

- ❖ FCIC/NCIC certified
- ❖ Emergency 9-1-1 Operator Certification
- ❖ Valid Florida's Driver's License

**ESSENTIAL PHYSICAL SKILLS:**

- ❖ Acceptable eyesight, visual acuity, and field of vision, color perception, depth perception, and texture perception (with or without corrective lenses)
- ❖ Acceptable hearing (with or without a hearing aid)
- ❖ Must have the physical ability, strength and flexibility to perform the job functions in the work environment.
- ❖ Ability to speak and enunciate clearly to communicate effectively with other individuals in person, over the phone and over the radio.



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**ENVIRONMENTAL CONDITIONS:**

Must be able to work any hours in an inside climate controlled environment that requires long hours of sitting, walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.. (*Reasonable accommodations will be made for otherwise qualified individuals with a disability.*)

**POSITION CLASSIFICATION EXEMPTION STATUS:**

Non-Exempt