

Position Title: TELECOMMUNICATOR SUPERVISOR

Position Code: 1TCS10

Requisition ID: PS/04-18-08/01645

Date Posted: 4/18/2008

Position Type: Regular Full-Time

Location: Police

Salary Range
(hourly): \$19.6903 - \$32.4944

Company: The City of Boca Raton

Department: Police Services

Division: Community Services

Posting **GENERAL DEFINITION OF WORK:**

Description:

Performs difficult technical and clerical work on an assigned shift supervising and participating in the dispatching of emergency services personnel and equipment often in response to emergency situations; does related work as required. Work is performed under general supervision. Supervision is exercised over shift personnel.

TYPICAL FUNCTIONS:

Supervises the work of employees engaged in receiving and transmitting messages for emergency services;

Issues oral and written instructions to employees on shift, relays directives regarding changes in dispatching procedures;

Receives emergency calls, determines location and nature of emergency and dispatches appropriate

personnel and equipment;

Monitors primary and secondary police and fire/rescue frequencies and other emergency frequencies;

Trains new employees and evaluates employee performance.

RELATED TASKS:

Organizes and schedules the work of subordinates;

Monitors data base computer traffic, sends messages and maintains appropriate logs;

Reviews and approves release of criminal history information;

Performs a variety of filing, checking and clerical functions for officers and the general public;

Maintains logs for pagers, cellular, telephone, and radio repairs and inventory.

Monitors radio system performance software, alarm status, and other systems status.

Performs related tasks as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the methods and procedures of operating computer aided dispatch systems

thorough knowledge of Federal and State regulations governing transmission by radio and teletype;; ability to effectively and courteously deal with Police and Fire/Rescue personnel and the public; thorough knowledge of the geography of the city and location of important buildings; skill in providing emergency medical dispatcher information; ability to plan and supervise the work of others; ability to type 30 words per minute; ability to speak distinctly; ability to operate telecommunication consoles.

EDUCATION AND EXPERIENCE:

Possession of a high school diploma, GED, or equivalent, and three (3) years experience as a telecommunicator in a public safety/911 environment and experience as a supervisor and/or other training that would be applicable to supervisory functions.

SPECIAL REQUIREMENTS:

Possession of FCIC and NCIC certificates. Must possess or have ability to obtain certification as Emergency Medical Dispatcher within one year of employment. Possession of a valid State of Florida driver's license. Must be available for shift work in a 24 hour, seven-day workweek environment.

Job Posting
TimeFrame:

Until Filled