

## PINELLAS COUNTY SCHOOL DISTRICT, FLORIDA

PCSB: 6475  
Pay Grade: D11

FLSA: Non-Exempt

### POLICE DISPATCHER

**REPORTS TO:**

Chief of Schools Police

**SUPERVISES:**

Not Applicable

**QUALIFICATIONS:**

Graduation from high school or possession of a GED and demonstrated good communication and listening skills. Must be able to work different shifts that will include weekends and holidays. Must be able to remain calm in emergency situations and use sound judgment. Must pass an extensive background investigation. Law enforcement certification by FDLE (Florida Dept. of Law Enforcement) using FCIC (Florida Crime Information Center), NCIC (National Crime Information Center) and NLETS (International Public Safety Network) within 6 months of employment, and certification as a 911 Public Safety Telecommunicator; both certifications require a minimum of 3 years law enforcement/911 emergency dispatching experience prior to 2009. Within six (6) months of employment, incumbent must obtain FCIC certification.

**PREFERRED:**

Previous police or emergency dispatching (911) experience. and/or intrusion alarm monitoring. and Currently certified as a Police dispatcher. Basic typing and computer skills. Demonstrated experience in basic keyboarding, proficiency in computer literacy, and extensive communication skills. A strong background and experience in customer service/related stressful situations.

**MAJOR FUNCTION**

Performs responsible and technically oriented work in receiving and dispatching emergency and non-emergency telephone calls and radio transmissions. The Police Dispatcher is also responsible for monitoring intrusion and emergency alarms for schools and other Board facilities. Work is performed independently, under general supervision.

**ESSENTIAL RESPONSIBILITIES**

- Dispatches police units in an accurate and timely manner and maintains accurate records of police units' location and the status of these units
- Answers incoming calls for service; determines course of action based on the situation
- Monitors intrusion alarm systems for all schools and centers 24 hours, utilizing visual and listening skills, ~~and~~ notifying the closest responding police and fire agencies
- Monitors and operates computerized Emergency Notification System for all emergencies, especially those that are weather-related ~~weather equipment to include weather radar software and emergency notification equipment~~
- Dispatches school maintenance personnel after hours for emergencies
- Catalogs information for Police, Intrusion Alarms, and School Board incidents
- ~~Follows instructions via telephone from intrusion alarm field technicians and performs necessary programming tasks~~
- ~~Dispatches school maintenance personnel after hours for emergencies~~
- ~~Operates State and National Crime Information Center computers~~
- ~~Catalogs information for police, intrusion alarms and School Board incidents~~

## POLICE DISPATCHER

### ESSENTIAL RESPONSIBILITIES (Continued)

- Monitors transportation, ~~maintenance and plant operations~~ radio communications after hours
- Performs clerical-related work such as maintaining shift log, report log, arrest logs, police dispatch records, incident tickets, and personnel notifications and other related clerical tasks
- Process court documents such as Subpoenas, police reports from other agencies, and video evidence requests from district facilities and other agencies
- Search local and national data bases for officers when requesting criminal information
- Liaison between local, county, and federal law enforcement agencies
- Prepare and forward case files for the State Attorney's Office
- Validate and maintain local and federal Florida Crime Information Center, (FCIC) / National Crime Information Center (NCIC) / Florida Department of Law Enforcement (FDLE) files
- Performs related duties as required

### TERMS OF EMPLOYMENT

*Salary and benefits shall be paid consistent with the district's approved compensation plan. Length of the work year and hours of employment shall be established by the District.*

*Performance of the job will be evaluated in accordance with provisions of the School Board's policy on evaluation of personnel.*

*The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.*

### HISTORY OF JOB CLASSIFICATION

ISSUED: 8/79 SSN; REVISED: 1/80 SSN; FORMAT REVISED: 3/88; MQ'S REVISED: 2/93 PBL; BOARD APPROVED: 2/24/93; REVISED: 8/93 BMP; BOARD APPROVED: 10/13/93; TITLE, MF, D&R, MQs REVISED: 9/02 AK; BOARD APPROVED: 9-24-02; WC REVISED: 8/04 AK; REVISED FORMAT, QUALS, PREF, ER, ADA, 8/12, LM; BOARD APPROVED:

## POLICE DISPATCHER

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds			X		
2. Lift objects weighing 21 to 50 pounds	X				
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds			X		
6. Carry objects weighing 21 to 50 pounds	X				
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time		X			
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending			X		
13. Ability to reach and grasp objects					X
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors					X
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects		X			
19. Proofreading and checking documents for accuracy				X	
20. Using a computer to enter and transform words or data					X
21. Using various technology tools					X
22. Working in a normal office environment with few physical discomforts				X	
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Police Dispatcher –PBA