

**CITY OF WINTER SPRINGS**  
**Communications Operator I- PART TIME**  
**INTERNAL & EXTERNAL JOB POSTING**

**APPLICATIONS GIVEN AND  
ACCEPTED:**

**Monday - Friday  
8:00 A.M. TO 5:00 P.M.**

**or apply online:**

**[www.winterspringsfl.org/jobs](http://www.winterspringsfl.org/jobs)**

**DATE POSTED: 01/30/2012**

**CLOSING DATE: 02/12/2012**

\*\*\*\*\*

The City of Winter Springs is an Equal Opportunity Employer/M-F/VP/D/M. To apply, please submit a City of Winter Springs application and a resume (if available) to the City's Human Resources Office. ALL POSITIONS ARE REGULAR FULL-TIME UNLESS OTHERWISE NOTED. QUALIFIED INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY AND MAY BE REASONABLY ACCOMMODATED. **As part of our commitment to a Drug-Free Workplace, a job applicant is offered employment conditional upon successfully passing a drug test. Refusal to take the test, or failure to pass the test according to minimum standards, is cause for disqualification. If you become employed with the City, you may be required to again submit to a drug test as requested. Your refusal or failure to pass the test to minimum standards will result in your termination.**

\*\*\*\*\*

**DEPARTMENT: Police**

**PAYGRADE: PART TIME**

**PAYRATE: \$12.3745/hour**

\*\*\*\*\*

**GENERAL DESCRIPTION:**

Responsible specialized work in dispatching police and fire units to emergencies and assisting the public. Providing information to officers through state-wide computer systems and complaint desk activities. Work is performed under the direction of a superior.

**ESSENTIAL JOB FUNCTIONS:**

1. Receives incoming calls (including 9-1-1), obtains essential data, evaluates the situation, and takes appropriate response.
2. Handles complaints and handles emotionally hostile persons on telephone or at the counter.
3. Maintains updated information.
4. Operates equipment in the emergency command center during disasters or mobilizations.
5. Monitors and communicates on the public safety radio with police and fire department personnel.
6. Maintains a wide variety of records and logs. Files documents and records, etc.

7. Maintains security of the communications room.
8. Access, inputs and retrieves information from a computer.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

### **MINIMUM QUALIFICATIONS:**

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the operating characteristics of the communications equipment used in the system.
- Knowledge of the functions, procedures, policies and regulations of the communications system and of the police department.
- Knowledge of City streets and landmarks.
- Ability to elicit information necessary for proper dispatching from citizens in a distressed or confused condition.
- Ability to assess people and situations and use judgement in decision making.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to establish and maintain effective working relations with co-workers and the general public.
- Ability to understand and express ideas clearly and concisely, orally and in writing.
- Ability to speak clearly, distinctly and politely.
- Ability to access, input and retrieves information from a computer.
- Sufficient manual dexterity to develop skill in the operation of equipment utilized in the system.
- Skill in the efficient operation of the communication and retrieval equipment in the system.

#### **EDUCATION AND EXPERIENCE:**

High school graduate or possession of an acceptable equivalency diploma. Experience in use of a two way communication telephone mini-computer system; or education and experience which provides the above knowledge, skills and abilities.

(A comparable amount of training, education or experience can be substituted for the minimum qualifications.)

#### **LICENSES, CERTIFICATIONS OR REGISTRATIONS:**

FCIC/NCIC certified

### **ESSENTIAL PHYSICAL SKILLS:**

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.
- Ability to access, input, and retrieves information from a computer.
- Ability to type accurately.
- Listening.
- Ability to enter data at a prescribed rate of speed.

**ENVIRONMENTAL CONDITIONS:**

- Works inside in an office environment under stressful conditions.

**(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)**