NASSAU COUNTY SHERIFF’S OFFICE

DISPATCHER -

911 TELECOMMUNICATIONS OFFICER

Position Concept:

The 911Telecommunications Officer / Dispatcher performs public safety communication tasks involving the receipt and transmission of non-emergency and 911 emergency calls. The member performs technical and operational duties and tasks, specific to the position. The most important and essential job function of the position is attitude which includes the following: interacting positively and cooperating with co-workers, NCSO law enforcement officers, Nassau County fire/rescue officers, other local, state and federal law enforcement agencies and other public safety personnel; responding politely to the general public calling in; functioning under intense time pressure and responding in a positive manner to supervision.

The 911 Telecommunications Officer/Dispatcher may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

**Education / Professional Certification:**

 • High School or GED - at least 18 years of age

 • State of Florida 911 Emergency Communications Certification – Preferred - Not Required

 • Ability to pass computer based aptitude test – post application given by NCSO

 • Ability to complete 911 Emergency Communications Certification Training Program and

 pass state certification exam within one (1) year from date of employment (**On the job training**)

**Professional Experience:**

 • Experience in a Dispatch / Call Taking center – Preferred - Not Required

**Environmental Conditions:**

 • Works in an office environment with high stress levels

 • Works in an office environment with many and sometimes competing distractions

 • Subject to long, uninterrupted periods of sitting

 • No environmental extremes are experienced in the performance of duties.

**Physical Requirements:**

 • Speak, read and write English understandably • Mental alertness

 • Accurately read, write and articulate numbers • Ambulate independently

 • Manual dexterity • Sit for long periods

 • Recognize colors • Bend / squat / kneel / reach

 • See at normal range (or with accommodation) • Stand for long periods

 • Hear at normal level (or with accommodation) • Lift / drag / carry <20 lbs.

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

**Required Ability:**

• Remain calm under stress • Concentrate & function under stress

• Comprehend • Perform multiple tasks at once

• Communicate effectively and coherently over public safety radio channels

• Operate a computer • Read maps

• Compile data, prepare reports • Maintain records

• Use discretion/confidentiality

**Required Skills:**

• Analytical • Computer • Telephone • Radio • Interpersonal

**Hours of Work:**

* 12 hour shifts
* Days, Nights, Weekends, Holidays, Overtime
* Rotating Shifts- work Mon - Tue, off Wed – Thu, work Fri – Sat – Sun

off Mon – Tue, work Wed – Thu, off Fri – Sat – Sun

**Rate of Pay:**

* Starting Annual Salary $40,734.04
* Hourly rate $19.58
* Step Plan 2.5 % each anniversary year with NCSO

(Yearly Budget Approval)

* Longevity Pay $250.00 per year of service with NCSO as of 09/30

(Yearly Budget Approval)

**Benefits:**

* Health (Free for Employee)
* Dental
* Vision
* Life
* Long Term Disability
* Paid Time Off
* Florida Retirement System (FRS)

*The Nassau County Sheriff’s Office*

*is an Equal Opportunity Employer and a Drug Free Workplace.*