

Polk County Sheriff's Office Job Description
8809 Part Time Telecommunicator

August 1, 2001, Revised March 16, 2012

Position Concept:

The Part Time Telecommunicator performs public safety communication tasks involving the receipt 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, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The Part Time Telecommunicator 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.

Essential Functions:

- Operate computer
- Operate telephone system
- Operate device for the hearing impaired
- Maintain professional training

Education, Professional Certification or License:

- High School or GED

Professional Experience:

- Demonstrated keyboarding proficiency of 35 wpm with no more than 5 errors

Status:

Civilian Sworn Certified

Blood and Viral Pathogen Risk:

Minimal Risk Foreseeable Risk

Environmental Conditions:

- Works under very stressful conditions

Required Skills and Knowledge:

Knowledge of:

- Resources
- Other agencies
- PCSO policy and procedures
- Geographical area
- Telephone system

Ability to:

- Operate motor vehicle
- Comprehend
- Read and write English
- Communicate verbally

Skills:

- Telephone
- Interpersonal
- Computer
- Keyboarding
- Analytical

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Physical Requirements:

- Sit for long periods
- See at normal range or with accommodations
- Hear at normal level or with accommodations
- Speak English understandably
- Manual dexterity
- Ambulate independently

For additional information on this position refer to the Job Task Analysis.