



## Police Support Specialist II – Communications Specialist (Non-Emergency)

**DEPARTMENT: POLICE**  
**GRADE 18**

### **CHARACTERISTICS OF THE CLASS:**

Under the general supervision of designated departmental supervisor, responsible for receiving, screening and delivering messages and information over a variety of communication devices. Operates advanced computer systems and related telecommunications equipment and maintains related records. Employee assists the public and agency personnel by providing informational services in a timely manner, participates in training new employees. Work is reviewed through observation and written reports for adherence to established policies and procedures.

### **EXAMPLES OF ESSENTIAL FUNCTIONS:**

1. Supervise multiple Police Support Specialists to ensure accurate information and adequate services are provided to personnel and the public according to policy and procedures.
2. Maintain shift schedules to ensure sufficient staffing including coverage for training, vacations, and sick leave.
3. Review individual assignments for completeness and accuracy; make necessary adjustments and recommendations for improvements.
4. Responsible for training personnel, including all administrative tasks, radio communication, and teletype operations.
5. Complete probationary and annual employee evaluations.
6. Formulate, analyze, and revise operational policies and procedures.
7. Screen non-emergency phone calls from the public, assess situations, and determine appropriate responses required by police personnel.
8. Monitor and operate multiple local, state, and national criminal justice databases including Florida Crime Information Center (FCIC), National Crime Information Center (NCIC), Driver and Vehicle Information Database (DAVID), and Criminal Justice System (CJIS).
9. Monitor and operate multiple law enforcement radio equipment to communicate and disseminate pertinent information to police personnel.
10. Perform various departmental callouts for critical incidents.
11. Oversee overtime assignment requests for police personnel to ensure adequate staffing.
12. Resolve issues that may arise according to departmental rules and regulations.
13. Monitor various security systems and/or surveillance cameras.
14. Prepare official reports and maintain multiple logs for proper law enforcement record keeping.
15. Assist field units utilizing various informational resources.
16. Document citizen complaints and/or commendations received over the telephone and forward by email.
17. Perform related work as required.

### **Knowledge, Abilities, and Skills**

1. Knowledge of city streets and local areas.
2. Ability to speak, read and write in English clearly and effectively.
3. Ability to monitor and disseminate radio communications.
4. Ability to follow and delegate complex oral and written instructions.

5. Ability to think clearly and logically under stress.
6. Ability to write thorough reports.
7. Skill in interpersonal interactions to elicit critical information from sick, injured, and/or highly emotional individuals who may be in a life-threatening situation.
8. Skill in accurately and rapidly carrying out requests for information or assistance.
9. Must be physically able to operate a variety of equipment including computers, printers, faxes, scanners, radios, telephones, and other general office equipment.
10. Ability to sit sedentarily for long periods of time.
11. Ability to work in a quiet to moderately loud environment.
12. Knowledge of teletype operations and required processes for NCIC/FCIC functions.
13. Ability to work 12-hour shifts that include overnight, holiday, and weekend hours.

**REQUIREMENTS:**

1. High School diploma or GED
2. Proficient with standard office suites and prior experience with proprietary software including Excel, Outlook, and Word.
3. Must be able to pass State-mandated background investigation
4. Minimum 1-year experience in Public Safety Communications and Teletype operations.
5. NCIC/FCIC Certification preferred
6. Must take and pass the Basic Skills & Typing test

**PHYSICAL REQUIREMENTS: 1**

**ENVIRONMENTAL REQUIREMENTS: 1**

**SENSORY REQUIREMENTS: 3,9**