JOB TITLE: Public Safety Communications Operator	**DEPARTMENT: Police**
ROLE & LEVEL: Non-Management	**REPORTS TO: Public Safety Communications Manager**
GRADE: 5	**FLSA STATUS: Hourly / Non-Exempt**
Hourly Rate: $27.51 per hour	
Resume & Cover Letter accepted via email / PDF format to: JRosado@nbvillage.com	**Open until filled**

WORK OBJECTIVE:

The Public Safety Communications Operator is responsible for receiving, prioritizing, and dispatching emergency and non-emergency calls for service, ensuring efficient communication between the public, police officers, and other public safety personnel. This position serves as a critical link in emergency response operations and requires strong multitasking abilities, sound judgment, and adherence to established procedures. Work is performed under the general supervision of the Public Safety Communications Manager with oversight from Police Administration.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Call Taking & Dispatch

- Receive, evaluate, and prioritize emergency and non-emergency calls for police service.
- Dispatch police units using radio systems, ensuring prompt and accurate communication of essential details.
- Maintain continual awareness of officer status, location, and safety during active calls.
- Operate the Florida Crime Information Center (FCIC) / National Crime Information Center (NCIC) system to conduct queries, confirm warrants, and relay sensitive law enforcement data.
- Provide callers with instructions, information, and reassurance while gathering critical details.

Operational & Administrative Support

• Document all call information, radio traffic, and dispatch activity in the Computer-Aided Dispatch (CAD) system.
• Monitor alarms, surveillance systems, weather alerts, and emergency notification channels.
• Coordinate communications with other law enforcement agencies, fire-rescue services, and public works or emergency management personnel as needed.
• Assist in activating emergency protocols, such as severe weather events, major incidents, or mutual aid requests.
• Support administrative functions of the communications center, including record keeping, equipment checks, and system updates.

Customer Service & Community Interaction

• Serve as a primary point of contact for the public seeking assistance, information, or reporting concerns.
• Maintain professionalism, patience, and clarity when dealing with distressed, confused, or upset callers.
• Provide accurate referrals to other governmental or community resources as appropriate.

Professional Development

• Participate in ongoing training, recertification, and skill development required for dispatch operations.
• Maintain required FCIC/NCIC certifications and comply with continuing education standards.

Supervision:

• none

MINIMUM QUALIFICATIONS:

High school diploma or GED; supplemented by at least one year of experience in customer service, communications, or public safety operations; or an equivalent combination of education, training, and/or experience.
Must obtain and maintain FCIC/NCIC certification within established timeframes.
Ability to type proficiently and operate computerized dispatch and communication systems.
Strong multitasking, stress-management, and verbal communication skills.

Must pass a background investigation, medical/drug screening, and any job-related testing requirements.

PREFERRED QUALIFICATIONS:

• Prior experience in a public safety communications center
• Bilingual abilities
• Knowledge of CAD systems, radio consoles, and incident command communications

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

• Principles and practices of public safety communications
• Basic law enforcement terminology, procedures, and radio codes
• Operation of CAD systems, FCIC/NCIC databases, and multi-line telephone systems
• Local geography, street systems, and jurisdictional boundaries
• Emergency communications protocols and best practices

Skills:

• Multitasking and managing multiple information streams in a fast-paced environment
• Clear verbal communication, including speaking calmly under stress
• Accurate data entry and documentation in real time
• Operating radio, dispatch, and computer systems simultaneously
• Customer service and conflict de-escalation

Abilities:

• Quickly assess and prioritize calls based on urgency, risk, and department protocols
• Maintain composure and effective decision-making during high-stress events
• Listen carefully, ask relevant questions, and extract key information from callers
• Work rotating shifts, including nights, weekends, and holidays
• Establish and maintain effective working relationships with coworkers, officers, supervisors, and the public

Supervision:

- N/A

PHYSICAL REQUIREMENTS:

Tasks involve sedentary to light work, including extended periods of sitting while operating computer and communication equipment. Tasks may involve some bending, reaching, and light lifting (up to approximately 25 pounds). Work requires the ability to concentrate for long periods and manage stress associated with emergency situations.

ENVIRONMENTAL REQUIREMENTS:

Work is performed in a secure indoor communications center with minimal exposure to adverse environmental conditions. Noise levels may vary due to radios, phones, and alarm systems.

SENSORY REQUIREMENTS:

Tasks require excellent verbal communication abilities, sound discrimination, and the ability to comprehend multiple audio sources simultaneously. Tasks also require visual acuity to read screens, maps, and data accurately.

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