

# SOUTH WALTON FIRE DISTRICT

911 North County Highway 393, Santa Rosa Beach, Florida 32459

*"Prompt, Competent, Caring Response in Time of Need"*



Ryan H. Crawford  
Fire Chief / Administrator

## Public Safety Telecommunicator

The South Walton Fire District is currently seeking applicants for the position of Public Safety Telecommunicator. The successful candidate will perform responsible operational work in the day-to-day operations of the Fire & EMS 911 Communications Center. This position functions as a Dispatcher for emergency and non-emergency responses for the South Walton Fire District.

### Major Duties:

- Answers multi-line telephone system including incoming 911 emergency and non-emergency calls from the public for police, fire and emergency medical services (EMS) response.
- Processes emergency and non-emergency calls according to defined protocol.
- Transmits and receives transmissions on a complex 800 MHz trunked radio system.
- Makes decisions as to categorization of emergencies received from 911 calls.
- Strategic selection of emergency fire and/or rescue apparatus to accomplish the goals of saving lives and property.
- Uses computers, telephones, radios, maps and printed resource material to process emergency information accurately and quickly.
- Accesses a variety of computer information systems and databases to retrieve, verify and enter data.
- Cultivates and maintains a positive environment within the Communications Division.
- Maintains a variety of logs
- Participates in coordinating emergency responses and assistance from external agencies.
- Performs other duties of a similar nature or level.

### Knowledge Required for the Position:

- Customer service and recordkeeping principles, typing, standard office equipment, map reading, multi-tasking
- Ability to operate computer and applicable software, maintaining logs
- Ability to evaluate call urgency and taking appropriate action.
- Ability to operate radio communications equipment.

### Minimum Qualifications:

- High School diploma or GED or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed.
- Valid unrestricted Florida Driver's License.
- Must be able to work rotating shifts, days, nights, holidays and weekends.
- Must possess above average data entry and typing skills
- Must be a non-smoking/non-tobacco using person, both on and off the job, at the time of employment and maintain same non-smoking and non-use throughout the term of employment.
- Must successfully pass the Fire District's drug screen and background check requirements as a condition of employment.

**Leadership . Teamwork . Integrity . Community Service**

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Must obtain within first 12 months of employment

- Florida certified 911 Public Safety Telecommunicator
- Current CPR certification as accepted by Florida Department of Health
- National Incident Management System certification in IS-100, IS-200, IS-700 and IS-800
- Emergency Fire Dispatch & Emergency Medical Dispatch certification preferred

**How to Apply:** Applications are available at <https://www.swfd.org/contact-us/careers>. Applications/resumes may be submitted by mail, fax or email to the following no later than Friday, April 1, 2022.

South Walton Fire District  
911 N. County Highway 393  
Santa Rosa Beach, FL 32459  
850-267-1298 (Office)  
850-267-3294 (fax)  
[www.swfd.org](http://www.swfd.org)  
[career@swfd.org](mailto:career@swfd.org)

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