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

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The South Walton Fire District is currently seeking applications for the position of Public Safety Telecommunicator. This position is an at-will non-exempt employee who works under the direction of the Director of Communications or designee.

This position is responsible for operational work in the day-to-day operations of the Communications Division. This position functions as a Public Safety Telecommunicator for emergency and non-emergency responses for the South Walton Fire District. General supervision is received from the Communications Lieutenant(s) or Communications Director or designee, who reviews work and evaluates performance based on efficiency, effectiveness and adherence to established procedures.

Major Duties:

- Operates a multi-line telephone console system, alerting system, text-to-911 system, and TDD system for the deaf and hearing-impaired.
- Transmits and receives transmissions on a complex 800 MHz trunked radio system.
- Determines and assigns the call's priority level and enters the data into a computer-aided dispatch system for radio dispatch purposes.
- Performs emergency medical/fire/beach safety dispatch and crisis intervention services.
- Asks vital questions and provides pre-arrival instructions for emergency calls.
- Monitors and operates a radio console and computer equipment.
- Asks questions to interpret, analyze and anticipate the caller's situation to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies.
- Dispatches and coordinates the responses of public safety agencies.
- Uses computers, telephones, radio, maps and printed resource materials to process emergency information accurately and quickly.
- Accesses various computer information systems and databases to retrieve, verify and enter data.
- Requires strategic selection of emergency fire and/or rescue apparatus to accomplish the goals of saving lives and property
- Performs other duties of a similar nature or level.

Required Skills:

- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments and supervisors.
- Knowledge of District policies, guidelines, protocols and related ordinances.

- The ability to follow directions, protocols, and procedures.
- The ability to speak clearly and succinctly during stressful situations and speak with upset people in such a way as to determine the nature of the problem for appropriate call transfer and pre-arrival procedures.
- The ability to use logic and reasoning to reach conclusions and approaches to problems.
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities and resolve matters.
- The ability to think quickly.
- The ability to remain calm in stressful situations; the capacity to work with advanced telecommunications equipment.
- The ability to understand and follow written and oral instructions.
- The ability to write clearly and spell correctly.
- The ability to establish priorities and pass on information as needed.
- The ability to remain on duty for extended periods when staffing or other emergencies exist.
- The ability to report for duty in extreme weather and road conditions.
- The ability to perform multiple physical functions often simultaneously (listen, speak, record, type, and transfer calls).

Supervisory Controls:
Communications Lieutenant(s)

Physical Demands:
- Reaching, extensive sitting, speaking, hearing, seeing and repetitive motions.
- Exerting up to 15 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.
- Must successfully pass the Fire District's drug screen, background check and reference check requirement as a condition of employment.

Work Environment
- General office environment.
- Position subject to high stress situations with varying hours of operations, extended hours of operations to include night shift work.
- Work shifts are performed in 12-hour shifts, day or night.

NOTE: Reasonable accommodation considerations will be made for otherwise qualified individuals with a disability.

Supervisory and Management Responsibility:
None

Minimum Qualifications for Telecommunicator I:
- 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

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above.
- 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 while on duty as long as an employee with SWFD.

Must have or obtain within 12 months of employment:

- International Academy of Emergency Dispatch
  - Emergency Fire Dispatch certification
  - Emergency Medical Dispatch certification
- Priority Dispatch
  - Self-Paced ProQA Training Fire
  - Self-Paced ProQA Training Medical
- Federal Bureau of Investigations
  - Fingerprinting
  - Criminal Justice Information Services Training
- FEMA National Incident Management System certifications
  - IS-100 Introduction to the Incident Command System
  - IS-200 Basic Incident Command System for Initial Response
  - IS-700 Introduction to the National Incident Management System
  - IS-800 Introduction to the National Response Framework
- Florida Department of Health
  - 911 Public Safety Telecommunicator
  - Nationally accepted CPR certification

Certified Applicants With Experience:

- Applicants may be considered for advanced placement as a Telecommunicator II or III based upon their certifications and experience.
- SWFD orientation and probationary period still applies.

This job description is illustrative and not all inclusive

DURING OCCASIONS OF LOCAL EMERGENCIES, THIS POSITION MAY BE REQUIRED TO PERFORM EMERGENCY TASKS, WHICH MAY RESULT IN EXTENDED WORK HOURS, AS WELL AS EXTENDED PERIODS OF TIME AWAY FROM FAMILY MEMBERS.

The South Walton Fire District (SWFD) is a professional fire/rescue agency located in Walton County, Florida. SWFD maintains 5 fire stations, a communications center and provides beach safety services for the South Walton Beaches. SWFD is responsible for Fire Protection, Emergency Medical Services Transport, Lifeguards, Hazard Mitigation, Public Fire/Life Safety Education and Prevention as well as 911 Communication Services for an area of 84 square miles. South Walton is an area that runs from the Okaloosa/Walton County line on the west, to the Walton/Bay County line on the east and from Choctawhatchee Bay (Intracoastal Waterway) north to the Gulf of Mexico on the south. Included in this area are 26 miles of beaches and 26 miles of inland waterways. The population of South Walton ranges from 40,000 to over 150,000 during the tourist season.

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If you are interested in this opportunity, complete the application, attach certifications and email to career@swfd.org.

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