

MIAMI-DADE COUNTY PUBLIC SCHOOLS

JOB DESCRIPTION

CONFIDENTIAL

JOB TITLE: Police Communication Specialist

JOB CODE: 7524

DEPARTMENT: Miami-Dade Schools Police Dept.

PAY GRADE: 2

DATE: 10/6/11

DESIGNATED LOCATIONS: Miami-Dade School Police Headquarters, District Communications Management Center, Sub Stations and Facilities

BASIC OBJECTIVES

The Police/Communication Dispatcher serves as district liaison between emergency responders, students, staff, the general public and remotely monitored alarm systems. The position requires accurate and tactful communication with senior management, the general public and outside agencies, in the safeguarding of students, staff, facilities, vehicles and other assets of the district.

JOB TASKS/RESPONSIBILITIES

1. Monitors the district alarm central station, conducting police radio dispatch/communications, operates computer-aided police dispatch (CAD) systems and notifies appropriate personnel.
2. Dispatches personnel and equipment for emergency service through use of radio and/or computerized or other types of communication equipment as assigned.
3. Operates radios, computers, alarm monitoring systems and related equipment. Conducts radio, telephone and computer-aided dispatch communications with emergency responders and various support personnel.
4. Receives and acts upon requests for assistance, instructions and information from students, staff, police, fire-rescue and others, in accordance with established procedures and best practices. Relays information to and from students, staff, district personnel and police.
5. Monitors real-time computerized systems identifying the locations and availability of all on-duty law enforcement officers within Miami-Dade Schools Police Department.
6. Directs and/or coordinates the movements of multiple law enforcement units engaged in tactical or responding to patrol situations.

7. Follows adopted policies and procedures in accordance with prescribed District, State and National dispatch procedures with the scope of various regulatory and law enforcement agencies.
8. Maintains confidentiality regarding business matters.
9. Records information received from police officers and other personnel concerning crimes, accidents or other incidents.
10. Makes swift, logical decisions in accordance with established policies, procedures and best practices.
11. Understands and follows critical and specific verbal and written instructions.
12. Reacts quickly and calmly to stressful emergency communications, while communicating effectively with police personnel and others.
13. May be required to train new Police/Communication Dispatchers.
14. Performs related work as required or as assigned.

PHYSICAL REQUIREMENTS

This is sedentary work which requires the following physical activities: bending, twisting, reaching, sitting, mobility, finger dexterity, repetitive motions, grasping, talking, hearing and visual acuity. The work is performed indoors. Travel to various locations may be required.

MINIMUM QUALIFICATION REQUIREMENTS

1. High school diploma or equivalent.
2. Two (2) years of public contact or interviewing experience.
3. Computer-aided dispatching experience is preferred.
4. Must be able to work different shifts including afternoons, nights, weekends and holidays.
5. Must pass an extensive background check.
6. Must obtain required dispatch certification within 90 days.
7. Must obtain NCIC/FCIC certification within 90 days of employment.

8. As a condition of continued employment, the ability to handle stressful emergency communications will be assessed during the probationary period.
9. Ability to speak clearly on police radios using proper grammar and performs multiple tasks simultaneously.
10. Must demonstrate competency by passing the appropriate clerical examination.