

October 6, 2009

JOB OPPORTUNITY BULLETIN

# 10373 T

WE RESERVE THE RIGHT TO CONSIDER POLK COUNTY EMPLOYEES FOR PROMOTION OR TRANSFER PRIOR TO CONTACTING PERSONS NOT EMPLOYED BY THE BOARD OF COUNTY COMMISSIONERS.

**Telecommunicator I (Temporary Part Time)**  
**Job Order # 10373**  
**This Position is Staffed By I-Placement**

Must have the physical, developmental and mental ability to perform job tasks, work efforts, responsibilities and duties of the job illustrated below:

**POSITION DUTIES:** Working under the direction of the Communications Shift Supervisor, the Telecommunicator I is responsible for receiving requests for ambulance service via telephone and radio, determining appropriate response via the Priority Dispatch system (or SOG's), entering information into the CAD system, selecting and dispatching the appropriate unit(s) to the call, and maintaining available Polk County resources by relocating units to post locations as designated by the EMS plan and fire response matrix. Follows professional radio communications techniques. Demonstrates the ability to communicate with the general public via telephone in a professional and courteous manner. Demonstrates ability to comply with NAED Accreditation Scoring Standard. Demonstrates ability to maintain quality improvement program goals. Demonstrates the ability to communicate effectively with interagency personnel, residents, public officials, governmental entities, and political leaders when necessary. Ability to direct resources during major/mass casualty incidents. Maintains a positive workplace environment. Complies with all company policy, procedures, or practices. Dispatches appropriate fire and EMS personnel by receiving and prioritizing emergency request. Transmits official messages via radio and paging system respectively. Maintains complete status of all on-duty emergency medical services and fire personnel including locations and activities. Properly fulfills request from emergency personnel regarding support services such as fire apparatus, wreckers, etc. Obtains knowledge of Polk County and its boundaries to supply the quickest and appropriate response. Provides zone coverage with decision making and move ups on units to ensure coverage of priority zones. Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:** High School diploma or General Education Degree (GED); prefer previous related experience and or training. Successfully complete Communications Center pre-screening program Valid Florida driver's license with satisfactory driving record.

**SPECIAL REQUIREMENTS:** Must have a home telephone as employee is subject to call in emergencies. Must be able to wear a telephone headset at all times while on duty. Must be available to work a variety of hours and days of the week.

**JOB LOCATION:** Emergency Management Division

**WORK SCHEDULE:** Varies 36/48 12 hr shifts  
(Variable Days, Rotating Schedule)

**HIRING RATE:** \$ 11.30 per hour (Pay Grade 09/0472)  
(Plus 6% Shift Differential for 2nd & 3rd Shift)

**CLOSING DATE:** Pending **dpmbf:** Pending (sm)

Interested applicants and employees should complete a Polk County Application for Employment no later than the closing date indicated above. Applications may **only** be made electronically on the Polk County BoCC website @

[www.polk-county.net](http://www.polk-county.net)

POLK COUNTY BOARD OF COUNTY COMMISSIONERS, PERSONNEL  
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(863) 534-6030

**AN EQUAL OPPORTUNITY EMPLOYER M/F/D/V/P**