

**PANAMA CITY – BAY COUNTY AIRPORT AND INDUSTRIAL DISTRICT  
NORTHWEST FLORIDA BEACHES INTERNATIONAL AIRPORT**

**JOB DESCRIPTION**

**CLASSIFICATION:** Operations Center Specialist

**DEPARTMENT:** Police

**SUPERVISOR:** Operations Center Supervisor

**EFFECTIVE DATE:** October 1, 2019

**PAY GRADE:** 120 (\$26,958.99 - \$41,727.30)

**PAY CLASSIFICATION:** Non-exempt

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**DEFINITION:** Responsible for appropriate dissemination of emergency and non-emergency information received by telephone and various safety and security systems.

**EXAMPLE OF DUTIES:**

- Knowledge of CCTV or similar Camera/Access Control Systems
- Familiarity with airports and airport operations
- Ability to train and develop others on operational procedures and systems operations
- Operate and train operators on 800 MHz CRT Public Safety Communications System
- Dispatch Police, Fire and Medical response personnel, as well as Airport Operations and Airport Maintenance personnel, to emergency and non-emergency situations including aircraft emergencies
- Operate numerous computerized safety and security systems
- Initiate emergency notification or re-call procedures
- Operate Florida and National Crime Information (FCIC/NCIC) computer system and relay information to Criminal Justice personnel when appropriate
- Receive and analyze information, prioritize calls and disseminate information to emergency or non-emergency personnel
- Initiate emergency evacuation or public service messages through the public address system.
- Routinely perform security surveillance via CCTV system
- Report equipment malfunctions to appropriate parties when applicable and work in conjunction with contractors or technicians to facilitate repair
- Maintain numerous operational and/or duty logs
- Assist the traveling public and airport tenants with general information, flight information and operations support

- Perform other duties as assigned

The listed duties are illustrative and not intended to describe every function which may be performed by this job class. The omission of specific duties does not preclude management from assigning any duties not listed, if such duties are a logical assignment to the position.

**QUALIFICATIONS:** High school graduate and three years experience in operating computers, fire/security alarm systems, emergency dispatching in fire, rescue, medical or police operations, or an equivalent combination of education, training and experience. Must have a valid Florida Driver's License. Additional qualifications include the following:

- Must have operating knowledge of various computerized information systems
- Must have excellent hearing, sight and ability to speak clearly, distinctly and effectively
- Must be able to remain calm during emergencies/stressful situations and be able to make split-second decisions under pressure
- Must have the ability to prioritize multiple tasks and handle more than one task at a time
- Must understand techniques of taking control of an emergency call and obtaining critical information needed
- Must have knowledge of principles of emergency dispatch and coordination of multiple resources
- Must be able to work in a confined, high noise area with no scheduled meals or breaks
- Must work rotating shifts, weekends and holidays
- Must be able to type a minimum of 25 cwpm
- Familiarity with 800 MHz public safety radio systems

**MISCELLANEOUS REQUIREMENTS:** Must pass pre-employment drug testing as well as periodic testing in accordance with airport policy; must pass a 10-year, fingerprint-based, criminal history records check as required by the Transportation Security Administration.