



**Application Instructions
&
Selection Process for:**

Public Safety Communications Operator

**Equal Opportunity Employer
Military Veterans Preference IAW Section 295.085 F.S.**

Consolidated Dispatch Agency Application Process

MINIMUM QUALIFICATIONS TO APPLY

NOTE: If you have questions about whether you qualify or not, please call 850-606-5837.

- Be a U.S. Citizen, or legally authorized to work in the U.S. and complete I-9 verification.
- At the time of hire, be at least 18 years old.
- Possession of a high school diploma or GED and one year (2080 hours) of public contact work experience that includes providing customer service; or successful completion of 30 semester hours or 45 quarter hours at a regionally accredited college, or university.
- Must have the ability to work any shift assigned, including nights, weekends and holidays.
- Must have the ability to communicate in English clearly, effectively, and efficiently, both verbally and in writing (bilingual ability is an advantage).
- Must be capable of multitasking, exercising good judgment, making quick decisions in stressful situations, and relaying information accurately.
- Must possess basic computer and keyboarding skills.
- Must be able to work in a fast-paced environment.
- Must have no felony convictions.

The Consolidated Dispatch Agency (CDA) will conduct a thorough background and may request documents validating the minimum training and experience requirement before a final hiring decision is made.

HOW TO APPLY

All interested parties must apply through the City of Tallahassee's on-line application system at <https://www.talgov.com/employment/cda-psco>. Only on-line applications will be accepted. Please ensure you complete all sections of the on-line application, including education and work history, even if you submit a resume. In addition to completing and submitting the on-line application, all applicants must complete and submit the PSCO Personal Information Questionnaire which should be uploaded as an attachment via the City of Tallahassee on-line application system. Once received, applicants will be sent a link to the on line portal for submission of required documents and Personal History Statement information, needed for the background review. All qualified applicants are encouraged to apply.

For the full job description, please visit: **Public Safety Communications Operator**

If you have a disability requiring an accommodation to participate in this process, please call 850-891-8214 Monday through Friday, between 8 AM and 5 PM, or TDD 711.

APPLICATION PROCESSING TIME

Depending upon the number of applications being processed and the availability to schedule and complete the multi-step hiring process, the entire selection process could take up to two months to complete. The selection process can be delayed due to inconsistent communication from the applicant. The number of applicants hired, and the frequency of training is based on the number of applications received and number of vacancies.

Applicants not selected are informed in writing and may reapply after one (1) year unless otherwise disqualified from reapplying.

QUALIFICATIONS FOR EMPLOYMENT

- Minimum typing speed of 28 words per minute (WPM)
- Must pass pre-employment test that includes job compatibility assessment tools with a minimum score of 80%
- Meet requirements set forth by FDLE for access to the CJIS system
- Complete a Communications Center observation for a minimum of two hours
- Successfully complete a scheduled formal oral board interview
- Submit to and successfully complete a polygraph or similar truth verification exam (TVE)
- Pass medical exam, including pre-employment drug screening, and psychological (suitability) exam
- Submit to and pass an extensive background investigation

DISQUALIFICATION CONSIDERATIONS

Criminal and Drug Disqualifiers

- Felony conviction regardless of adjudication
- Any outstanding criminal charge pending adjudication
- Sufficient misdemeanor convictions to establish a pattern of disregard for the law
- Discovery of an applicant's involvement in any crime of a serious or aggravated nature
- Any illegal use, purchase, distribution, cultivation, or possession of marijuana within the last year
- Any use or purchase of THC (Tetrahydrocannabinol) products, such as Delta 8 or Delta 9, within the past year
- Any use, purchase, possession, manufacture, or distribution of illegal drugs, other than marijuana, within the past five years
- Any illegal use, purchase, distribution, or manufacture of controlled schedule I, II, or III drugs (as defined in Florida Statute 893.03) within the past five years
- Use of any illegal drug, on or off duty, while employed in public safety
- Refusal to agree to submit to previous employers' drug screening or drug testing as an employee within the past five years

Other Disqualifying Factors

- Intentionally falsifying, misrepresenting, or omitting pertinent information while completing the employment application, preliminary interview questionnaires, or any pre-employment document(s)
- Deliberately making inaccurate, misleading, false, or fraudulent statements during the employment process
- Poor management of personal finances, including but not limited to debts, pending civil suits, garnishments, dispossessory warrants, bankruptcies, etc.
- Poor work history, including but not limited to attendance issues, performance issues, disciplinary actions, terminations, etc.
- Any applicant who has been disqualified based on the findings of a background investigation may not reapply for 12 months from the date of notification of disqualification

SELECTION PROCESS

Application Review

Applications and questionnaires are reviewed to ensure all minimum requirements are met. If any required information is missing, the applicant will be contacted to provide it. Once the application satisfies the minimum requirements, applicants advance to the next stage in the selection process.

Preliminary Criminal History Check

The applicant's criminal history, if any, is reviewed.

CritiCall3D

The CritiCall3D is an assessment tool designed to evaluate the applicant's Operations (skills based), Behavioral (personality), and Situational (interactive) competencies. No prior dispatching experience is required to successfully complete the assessment. To advance in the selection process, applicants must achieve the required minimum qualifying score. Applicants will be notified of their scores and advised whether they are eligible to proceed to the next stage of the hiring process.

Observation

Applicants are required to complete a two-hour observation. During the observation applicants will be afforded the opportunity to experience non-emergency and emergency phone calls, and law and/or fire radio.

Within three (3) business days, applicants are required to submit a written response of at least 500 words describing the experience. It must include information about what the applicant learned about the CDA during the observation, what they anticipate would be challenges and opportunities should they be selected for hire, and why the applicant is interested in the position.

Oral Board Interview

Applicants will be contacted to schedule an oral board interview. During the interview, all candidates are asked the same set of questions. A summary sheet for each interview will be completed, and candidate scoring will determine whether the applicant advances to the next stage in the selection process.

Conditional Offer

Applicants who pass the Oral Board Interview will receive a Conditional Offer of Employment (COE). The COE must be signed, witnessed, and returned to the Administrative Services Office.

The COE is contingent upon the successful completion of specific screening components, including a polygraph or truth verification examination (TVE), psychological evaluation, vision and hearing medical exam, drug screening, background investigation, and final review by the Director.

Truth Verification Examination (TVE)

The Truth Verification Examination (TVE) is an interview that explores the applicant's lifestyle, employment history, and personal background. The examination is conducted by a trained examiner, and the results are provided to the Director or designee for review. These results will not be used as the sole determinant of the applicant's employment status.

Psychological (Suitability) Evaluation

The Psychological (Suitability) Evaluation is scheduled with a licensed psychologist. Appointments are scheduled Monday through Friday 8:00am-5:00pm, based on the Psychologist's availability. The evaluation report will be provided to the Director or designee for review.

Medical Examination and Drug Screening

Applicants who receive a COE must undergo a basic medical examination to determine their ability to perform the essential functions of the position. Applicants are also required to complete a five-panel drug screening, vision, and hearing screening. As an Equal Opportunity Employer, the CDA is committed to complying with all applicable employment laws and regulations, including the Americans with Disabilities Act. Applicants will not be disqualified based on the medical examination unless they are unable to perform the essential functions of the job, with or without reasonable accommodation.

Background Investigation

The background investigation will include the following:

- Review of the application, qualifying credentials, and employment history
- Department of Health license check for prior Public Safety Telecommunication Certification (PSTC), if applicable
- Search of Law Enforcement agency databases
- Cyber vetting
- Professional and personal reference checks
- Review of criminal history
- Review of driving history

Director Review

The Director or designee will review the application packet in its entirety which includes the interview summary sheets, Truth Verification Examination results, background investigation report, and psychological evaluation results. A final interview by the Director may be requested to address any questions or concerns.

Formal Offer

A formal employment offer will be extended to the selected applicant(s) upon successful completion of all required steps in the selection process. Applicants will be notified via email and/or phone.

On-boarding and Fingerprints

The applicant is scheduled to for new employee on-boarding and orientation. They must also be to be fingerprinted by the end of the first week of employment.

Any applicant who fails to meet minimum standards, or provides false or misleading information, will be removed from the hiring process.

BENEFITS

For full benefits provided, please visit: [Benefits Information](#)

REQUIRED DOCUMENTS

- Military record DD214 (if applicable)
- Proof of education to meet applicable requirements
- PSCO Personal Information Questionnaire
- Personal History Statement
- Valid Driver License or State ID card Social Security card or valid Passport
- Proof of Selective Service Registration (if applicable)

PRE-EMPLOYMENT TRUTH VERIFICATION EXAMINATION

The following is a list of topic areas to be covered in the truth verification examination:

- Verification of personal information
- Employment history
- Ability to perform essential job functions arrests and convictions
- Serious undetected crimes
- Theft of merchandise
- Theft of money
- Traffic offenses
- Usage of illegal drugs
- Falsifying application
- Associations with persons or groups known to commit criminal acts
- Completion of CritiCall3D Assessment

PRE-EMPLOYMENT DRUG TESTING

- Marijuana (THC)
- Cocaine
- Amphetamines
- Opiates
- Phencyclidine (PCP)

Applicant Acknowledgment: