



Dear Job Seeker,

Are you looking for a rewarding profession that will have a positive impact on our community? Working at the Tallahassee Leon County Consolidated Dispatch Agency (CDA) is an opportunity to have a career that will have real and lasting impacts in our county. You will work with some of the most dedicated and talented people in public safety. If you have the skills and you share our goals, we want to hear from you!

Being a Public Safety Communications Operator (PSCO) is fun, exciting, and rewarding. It is also one of the most challenging jobs in public safety. This position includes duties and responsibilities that regularly involve high pressure and stressful situations. It can be extremely stressful, demanding and mentally exhausting. It is not an easy job, and it is not a job for everyone.

Please carefully review all of the enclosed information about this job. We are providing this information to help you decide whether or not this is the type of work you want to do. During recent hiring processes for PSCOs, many applicants were disqualified because they did not carefully consider whether or not they could meet all of the requirements. It is important to understand both the nature of the work and the requirements. Becoming a Public Safety Communications Operator is a commitment to the Consolidated Dispatch Agency (CDA) and to the community we serve.

The primary function of the CDA is to receive administrative and emergency calls from the public and to deploy the appropriate field units or refer the citizens to the proper agency. There are four primary work areas within Communications. They are call taker, law enforcement radio dispatcher, fire dispatcher, and teletype operator. Each position requires extensive classroom and on the job training.

Place yourself in the role of a 911 Operator. An Operator could be responsible for handling the following situations during one single half hour of their shift.

8:01 p.m. A man calls - his eight month old daughter has stopped breathing -

8:04 p.m. A man calls and is extremely angry that his car has been towed away - the dispatcher determines the location from which the car was towed and refers the caller to the appropriate towing company. The man calls the dispatcher a "lousy @#& of a *+?# crook" and hangs up.

- 8:06 p.m. A woman calls from her cellular phone - She has just witnessed a hit and run accident, there are serious injuries involved
- 8:08 p.m. A man calls - His apartment has been burglarized and some very expensive antiques are missing - He is very anxious to retrieve his possessions –
- 8:10 p.m. A woman calls - She hears a family disturbance in the apartment next door - there are screams - it sounds like the man is threatening to kill his wife -
- 8:14 p.m. The man whose car was towed calls again - Still extremely angry about being towed - tells the dispatcher to "#\$@\$% up the short end of a &?#!" and hangs up again.
- 8:17 p.m. A senior citizen calls - She is living alone and believes there is a prowler outside trying to break in. She is very frightened.
- 8:21 p.m. A woman calls - Her fourteen-year-old daughter has not returned home from school. She is worried that something might have happened to her.
- 8:26 p.m. A teenager calls - He was frying bacon, left the pan on the burner and forgot to turn it off. The kitchen is on fire.
- 8:30 p.m. A woman calls - Sounding extremely despondent; she says she has taken an overdose of pills. Her voice fades - There is no response.

Carefully consider the situations that are represented above. Could you handle the responsibility of dealing with critical situations like these? Would you be able to remain calm and not get upset by the stress? Could you handle the fast pace? Could you handle the pressure of correctly making decisions that will affect the well-being and lives of others? Could you deal with not knowing how the incidents turn out?

The CDA is looking for individuals with the following abilities

- Multi-tasking (listening, typing, talking, and reading at the same time)
- Memory / information retention (both short and long term)
- Active listening (quickly absorb, digest and interpret information)
- Average typing speed of 35 CWPM or higher
- Patience
- Ability to remain calm and professional under extremely stressful situations
- Willingness to work various shifts, weekends and holidays as required with rotating days off

The CDA is operational 365 days a year, 24 hours a day. This necessitates a shift type work schedule. Currently the shifts we operate on are as follows:

6:00 AM – 6:00 PM Day shift
6:00 PM – 6:00 AM Night Shift

Assignments to the shifts are based on seniority and shift bid results. However, management has discretion in this decision. Currently, we bid for shifts once a year. The first six weeks of orientation and training is conducted in the classroom during normal business hours. During the training process, you will be assigned to a shift where a trainer is available and your days off will be the same as your trainer. You will have a different trainer for each of the four positions. There are trainers on each shift. Training can take from seven months to a year to complete. Therefore, your schedule must be flexible to accommodate your training needs.

We hope that this information helps you to develop a better understanding about this vital link between public safety services and the community. If you are still interested in being considered for the position of a PSCO, please complete the attached applications.

As vacancies occur within our section, we will review all applications on file in an attempt to identify the best qualified individuals for continuance in the selection process. Applications will be evaluated on prior experience and training. When a position is available the most qualified candidates will be contacted for aptitude and typing tests. Those who pass these tests will be required to spend a four hour time of observation in the Communications Center.

The CDA will then conduct a personal interview to verify oral communication and problem solving skills. A thorough background investigation on each successful candidate will then take place. Part of this investigation includes a polygraph and a psychological examination.

We appreciate your interest in employment with the Consolidated Dispatch Agency and look forward to you submitting your application. If you have any questions please contact Employee Resources at 850-606-5851.

Sincerely,

Dee Crumpler
Director - Consolidated Dispatch Agency

Public Safety Communications Operator Applicant Job Requirement Questionnaire

A Public Safety Communications Operator (PSCO) must perform a variety of tasks and deal with issues that are not compatible to all people. In the past, many people have accepted the job of PSCO without fully realizing the requirements of the job. Below is a list of things that a PSCO must be willing to do, and will be required to do as necessary. CAREFULLY consider whether YOU are prepared to do ALL of these things.

Double click on the square you wish to place an "X" in, in the "YES" column if you are willing to do it or in the "NO" column if you are unwilling to perform that particular requirement.

YES	NO	
<input type="checkbox"/>	<input type="checkbox"/>	I understand I may be assigned to work any shift, including nights, weekends, and holidays
<input type="checkbox"/>	<input type="checkbox"/>	I understand I may be assigned to the night shift for several years before eligibility for the day shift
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be working all holidays, unless they fall on my regular days off
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be issued uniforms to wear daily
<input type="checkbox"/>	<input type="checkbox"/>	I understand it is imperative that I report to work on time to relieve the previous shift.
<input type="checkbox"/>	<input type="checkbox"/>	I have access to reliable transportation
<input type="checkbox"/>	<input type="checkbox"/>	I understand that, when emergency situations occur, I may work for long periods of time without breaks
<input type="checkbox"/>	<input type="checkbox"/>	I understand that, when emergency situations occur, I may have to stay beyond the end of my shift
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I may have to work overtime to cover staffing shortages
<input type="checkbox"/>	<input type="checkbox"/>	I understand that during an emergency, I may have to work on my days off, or work hours that are different from my normal shift
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I will be required to report to work during catastrophic events such as hurricanes
<input type="checkbox"/>	<input type="checkbox"/>	I understand that the PSCO training program is intensive and may last over a year
<input type="checkbox"/>	<input type="checkbox"/>	I understand that, as a PSCO call-taker, it is my responsibility to assist – and to calm when necessary: <ul style="list-style-type: none"> • Callers who are intoxicated and who use abusive and offensive language • Callers whose primary language is not English or who are young children • Callers who are upset, hysterical, suicidal, concerned, stressed, angry, or afraid
<input type="checkbox"/>	<input type="checkbox"/>	I understand it is my responsibility to ask questions of callers to determine what is needed to assist them
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I will be required to help resolve conflicts that may involve the deaths of individuals, including children
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be working in a fast-paced, stressful environment
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be required to monitor up to five computer monitors for long periods of time
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be required to operate a multi-line telephone system
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be required to communicate over a public safety radio and that my transmissions will be monitored and reviewed and could be utilized in criminal trials
<input type="checkbox"/>	<input type="checkbox"/>	I understand it will be imperative for me to maintain confidentiality of Department records and sensitive situations that I encounter during my workday
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I must conduct myself ethically and morally on and off duty
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I may be subpoenaed to testify in court as to situations encountered during my workday
<input type="checkbox"/>	<input type="checkbox"/>	I understand that the decisions I make on duty affect the lives and the property of others
<input type="checkbox"/>	<input type="checkbox"/>	I understand that shift work and overtime will have an effect upon my personal life
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I will need to schedule other responsibilities, such as college classes or a second job, around my work schedule
<input type="checkbox"/>	<input type="checkbox"/>	I understand that the starting rate of pay for a PSCO is \$ <u>14.67</u> per hour
<input type="checkbox"/>	<input type="checkbox"/>	I understand that it might take from 30 to 90 days to complete the steps in the hiring process
<input type="checkbox"/>	<input type="checkbox"/>	I understand that PSCOs are hired in groups for purposes of the training

IF YOU ANSWERED "No" TO ANY OF THESE QUESTIONS, YOU SHOULD NOT APPLY FOR THE POSITION OF PUBLIC SAFETY COMMUNICATIONS OPERATOR. You cannot be considered for a PSCO position unless you are willing to perform/accept ALL of the above listed items.

Signature: _____ Date: _____

CONSOLIDATED DISPATCH AGENCY
PSCO Personal Information Questionnaire

A. Name: Last, First MI

Address: , ,

Phone: () -

Email:

Social Security Number: - - Date of Birth:

B. Yes No Have you ever had your name changed? If yes:

Previous Name(s):

Date and location of change:

Reason for change:

C. Yes No Have you ever previously applied to the Consolidated Dispatch Agency?

If yes, which position Date (Month/Year)

D. How did you hear about this position?

Depending upon when they were last used and the circumstances surrounding the event, the use of illegal drugs will not necessarily remove you from the application process. **However, failing to disclose the use will automatically preclude your employment with the CDA.**

YES	NO	QUESTIONS
<input type="checkbox"/>	<input type="checkbox"/>	1. Are you a U. S. Citizen or have legal immigration status?
<input type="checkbox"/>	<input type="checkbox"/>	2. Have you completed a minimum of 30 college credit hours with a grade of "C" or better?
<input type="checkbox"/>	<input type="checkbox"/>	3. Are you fluent in any language in addition to English?
<input type="checkbox"/>	<input type="checkbox"/>	4. Have you ever at any time in your life purchased illegal drugs?
<input type="checkbox"/>	<input type="checkbox"/>	5. Have you ever at any time in your life sold illegal drugs?
<input type="checkbox"/>	<input type="checkbox"/>	6. Have you ever at any time in your life used, possessed, or experimented with marijuana?
<input type="checkbox"/>	<input type="checkbox"/>	7. Have you used marijuana in the last 2 years?
<input type="checkbox"/>	<input type="checkbox"/>	8. Have you ever at any time in your life used, possessed or experimented with hashish, speed, cocaine, ecstasy, heroin, LSD, steroids, GHB, Meth, other people's prescription drugs, etc.?
<input type="checkbox"/>	<input type="checkbox"/>	9. Have you ever at any time in your life been charged with a "felony" or 1 st degree misdemeanor offense?
<input type="checkbox"/>	<input type="checkbox"/>	10. Have you ever had a record sealed or expunged? If so, provide the date in the detail section below.
<input type="checkbox"/>	<input type="checkbox"/>	11. Have you ever at any time in your life been denied law enforcement certification or had your certification revoked for cause?
<input type="checkbox"/>	<input type="checkbox"/>	12. If you have prior law enforcement experience, did you have any disciplinary action(s)?
<input type="checkbox"/>	<input type="checkbox"/>	13. Have you ever served in the military?
<input type="checkbox"/>	<input type="checkbox"/>	14. If YES on #13, did you receive an "honorable" discharge? (N/A)
<input type="checkbox"/>	<input type="checkbox"/>	15. Do you have any concerns as to whether or not you qualify for a position with the Consolidated Dispatch Agency?

NOTE: If you answered "YES" to questions 3-12 or 15 above, provide an explanation below.

Question. No.	Explanation/Detail
—	_____
—	_____
—	_____
—	_____