CONSOLIDATED
DISPATCH AGENCY
Tallahassee • Leon County • Florida

Application Instructions and Selection Process for:

Public Safety Communications Operator

Mailing Instructions:
Administrative Services
Consolidated Dispatch Agency
911 Easterwood Drive
Tallahassee, FL 32311
(850) 606-5851
Email: CDAInfo@tlccda.org
URL: www.tlccda.org

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

Consolidated Dispatch Agency
Application Process

Thank you for your interest in the position. Once you submit your application and receive the email confirmation that your application was successfully submitted, you will hear directly from our agency within 2.5 weeks. If you have not heard from us by then, please contact us to check the status of your application.

MINIMUM QUALIFICATIONS TO APPLY
(NOTE: If you have questions about whether you qualify or not, please call 850-606-5851)

- Be a U.S. citizen.
- At the time of hire, be at least 18 years old.
- Possession of a high school diploma or an equivalent recognized certificate and one year of full-time (2080 hours) public contact work experience that includes providing customer service; or successful completion of 30 semester hours or 45 quarter hours at a community college, college or university.
- Must have the ability to work any shift assigned, including nights, weekends and holidays.
- Must have the ability to clearly, effectively and efficiently communicate in English, 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 skills.
- Must be able to work in a fast-paced environment.
- Must have no felony convictions.

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

HOW TO APPLY

All interested parties must submit an application through the City of Tallahassee's online application system at the PSCO Information Page. Only online applications will be accepted. Please ensure you complete all sections of the online application, including education and work history, even if you submit a resume. In addition to completing and submitting the online application, all applicants must complete and submit the PSCO Applicant Job Requirement Questionnaire and Personal Information Questionnaire (PDF). This should be uploaded as an attachment via the online application process. All qualified applicants are encouraged to apply.

For the full job description, please visit: PSCO Job Description

If you have a disability requiring accommodations, 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 anticipated hire date, 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. Your application will be valid for one year from the date of receipt. The CDA hires in groups of two or more applicants several times a year. The number of applicants hired and the frequency of training is based on the number of applications received and number of vacancies.

Applicants are encouraged to keep in contact with the CDA regarding information on when the next projected training will occur. All applicants not selected for a position are informed in writing. Unsuccessful candidates may reapply after a period of one year, unless disqualified from the selection process.

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.
- Successfully complete a scheduled informal interview.
- Complete a Communications Center observation for a minimum of four hours
- Successfully complete a scheduled oral board interview.
- Submit to and successfully complete a polygraph exam, psychological evaluation and medical exam.
- Submit to and pass an extensive background investigation.
- Must pass pre-employment drug screening.

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 two years.
- 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
The CDA receives new applications from the City of Tallahassee Human Resources Department weekly. The new applications and questionnaires are reviewed by the Administrative Services Office (ASO) to insure that all minimum requirements are met. If the ASO did not receive all required information the applicant will be contacted for the needed information. Once the ASO verifies the application meets the minimum requirements, the applicant is moved to the next step in the selection process.

Preliminary Criminal History Check
The applicant's criminal history, if any, is reviewed.

CritiCall
The CritiCall tests the applicant's ability to follow directions provided in writing and/or verbally, computer skills, multi-tasking, typing skills, and the ability to make decisions based on structured rules; however, no prior dispatching experience is necessary to successfully pass the test. The applicant is provided three hours to complete the test. In order to move forward in the selection process, the applicant must earn a minimum score of 80% and 28 WPM. The applicant will be notified by the ASO of their scores and whether the applicant is eligible to move to the next step.

Informal Interview
The applicant will be scheduled for a short informal interview with the Director and/or Assistant Director. The interview includes a preliminary review of the application packet.

Observation
The applicant is required to complete a four hour observation. During the observation, if workload allows, the applicant will be afforded the opportunity to experience non-emergency and emergency phone calls, law radio and fire radio. A description of the teletype responsibilities will be provided. The observation must be scheduled within 10 days of completing the informal interview. The applicant is required to submit an After Action Report (AAR) that should include the date, times, work stations, names of the communication operators the applicant was paired with during the observation and the applicant's impressions regarding the activities observed.

Oral Board Interview
The ASO contacts the applicant to schedule an oral board interview. All applicants are asked the same set of questions during the interview and are scored on the following categories: relevant work experience, team fit, professionalism, career stability, character and ethics, and motivation to work. A summary sheet of each applicant's interview will be reviewed and a consensus will be made on whether or not the applicant moves forward.

Polygraph Examination
The polygraph examination is an interview with the applicant concerning the applicant's lifestyle, job history, and personal background. The applicant will be required to complete the Personal History Statement and the FDLE form 58 (Background Investigation Waiver) prior to being scheduled for the examination. A trained examiner conducts the polygraph. The ASO will schedule the examination Monday through Friday 8:00am-5:00pm, based on the availability of the examiner. The examiner will forward the polygraph results to the ASO which will then be given to the Director or designee for review. The results of the polygraph examination or other instruments for the detection of deception will not be used as the single determinant of employment status.

Conditional Offer
Upon favorable review of the polygraph results, the applicant will receive a conditional offer of employment which must be signed, witnessed and returned to the ASO. The conditional offer is contingent upon the successful completion of specific screening components which include a psychological evaluation, vision and hearing medical exam, background investigation, Director's review, and drug screening.

Psychological Evaluation
The psychological evaluation is scheduled with a licensed psychologist, Monday through Friday 8:00am-5:00pm, based on the doctor's availability. The psychologist will forward the psychological evaluation results to the ASO which will then be given to the Director or designee for review.

Medical Examination
All applicants who receive a conditional offer of employment will undergo a basic medical examination tailored to the specific job description for which they have applied to determine if the applicant is able to perform the essential functions of the position. The medical examination includes testing for vision and hearing. As an equal opportunity employer, the CDA is committed to the laws and regulations governing employment, including the Americans with Disabilities Act. Applicants will not be eliminated based on the medical examination unless they cannot perform the essential functions of the job with, or without, a reasonable accommodation.

Background Investigation
The background investigation is completed by trained personnel and includes the following:

- Review of the application and qualifying credentials.
- Review of criminal and driving history.
- Department of Health license check for prior Public Safety Telecommunication Certification (PSTC), if applicable.
- Search of Law Enforcement agency's report database.
- Cyber vetting.
- A minimum of three professional or personal reference checks.
- Review of applicant's employee records, if applicable.
- Follow up with applicant, if necessary.

Director Review
The Director or designee will review the application packet in its entirety which includes the interview summary sheet, polygraph examination results, background investigation summary and psychological evaluation results. A final interview by the Director may be requested in order to address any questions or concerns that may have arisen based on information received as a part of the hiring process.

Drug Screening
Upon favorable review of the entire application packet by the Director or designee, the applicant will be asked to complete a five panel drug screening. The drug screening cannot be completed more than 30 days prior to the start date of employment and must be taken prior to the applicant's start date.

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

Fingerprints
The applicant is required to be fingerprinted by the end of the first week of employment.

If the applicant fails to meet the minimum standards required by the Consolidated Dispatch Agency (CDA) and or at any time indicates falsification of information provided, the applicant will be removed from the hiring process immediately.

BENEFITS

For full benefits provided, please visit: Benefits Information

REQUIRED DOCUMENTS

- Military record DD214 (if applicable)
- Proof of education to meet applicable requirements

PRE-EMPLOYMENT POLYGRAPH EXAMINATION

The following is a list of topic areas to be covered in the polygraph examination.

- Verification of personal information
- Employment history
- Reason for applying
- Ability to perform essential job functions
- Drinking and gambling habits
- Arrests and convictions
- Serious undetected crimes
- Theft of merchandise
- Theft of money
- Traffic offenses
- Financial status
- Usage of illegal drugs
- Falsifying application

PRE-EMPLOYMENT DRUG SCREEN

The following is a list of substances covered in the drug screening.

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