



**Application Instructions
&
Selection Process for:**

**Public Safety
Communications Operator**

Consolidated Dispatch Agency Application Process

MINIMUM QUALIFICATIONS TO APPLY

(NOTE: If you have questions about whether you qualify or not, please call 850-606-5861)

- 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 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 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 skills.
- Must be able to work in a fast-paced environment.
- Must have no felony convictions.

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

HOW TO APPLY

All interested parties must apply through the City of Tallahassee's online application system at <https://www.tal.gov.com/employment/cda-psco>. 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 Personal Information Questionnaire and Personal History Statement form ([PDF](#)) which should be uploaded as an attachment via the online application system. 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 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.

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
- 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, 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 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

New applications and questionnaires are reviewed to ensure that all minimum requirements are met. If all required information is not included the applicant will be contacted for the needed information. Once 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 assessment tests the applicant's ability to follow directions provided in writing and verbally, computer skills, multi-tasking ability, typing skills, and the ability to make decisions based on structured rules; however, no prior dispatching experience is necessary to successfully pass the test. To move forward in the selection process, the applicant must earn a minimum score of 80% and type 28 WPM. The applicant will be notified of their scores and eligibility to move to the next step.

Observation

The applicant is required to complete a two-hour observation. During the observation the applicant will be afforded the opportunity to experience non-emergency and emergency phone calls, and law radio and/or fire radio. A description of the teletype responsibilities will be provided. The applicant is required to submit an After-Action Report (AAR) that should include the date, times, workstations, 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 applicant is contacted to schedule an oral board interview. All applicants are asked the same set of questions during the interview. A summary sheet of each applicant's interview will be completed and the board's consensus will determine whether the applicant moves forward.

Conditional Offer

Upon favorable determination of the Oral Board interview, the applicant will receive a Conditional Offer of Employment which must be signed, witnessed, and returned to the Administrative Services Office. The conditional offer is contingent upon the successful completion of specific screening components which include a polygraph or truth verification examination, psychological evaluation, vision and hearing medical exam, background investigation, Director's review, and drug screening.

Polygraph or Truth Verification Examination

The polygraph or truth verification examination is an interview concerning the applicant's lifestyle, job history, and personal background. A trained examiner conducts the polygraph or truth verification examination. The examination will be scheduled based on the availability of the examiner. The examination results will 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.

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 report will be given to the Director or designee for review.

Medical Examination and Drug Screening

All applicants who receive a conditional offer of employment must undergo a basic medical examination that includes testing for vision and hearing to determine if the applicant is able to perform the essential functions of the position. The applicant will also be required to complete a five-panel drug screening. 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 will include 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 report databases
- Cyber vetting
- Professional and 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 sheets, polygraph or 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 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, provides false and/or misleading information, the applicant 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

PRE-EMPLOYMENT POLYGRAPH or TRUTH VERIFICATION EXAMINATION

The following is a list of topic areas to be covered in the polygraph or 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 CritiCall assessment

PRE-EMPLOYMENT DRUG SCREEN

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

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

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