

CONSOLIDATED DISPATCH AGENCY
PSCO Personal Information Questionnaire

A. Name:

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 and why are you interested in working for the CDA?

YES	NO
-----	----

QUESTIONS

- | | | |
|-----------------------|-----------------------|---|
| ☐ | ☐ | 1. Have you ever been terminated by an employer or resigned in lieu of termination? |
| ☐ | ☐ | 2. Have you ever at any time in your life used, possessed, purchased or experimented with marijuana? |
| ☐ | ☐ | 3. Have you ever at any time in your life used, possessed, or sold other people's prescription drugs or shared prescription drugs? |
| ☐ | ☐ | 4. Have you ever at any time in your life used, possessed or sold marijuana, THC (Delta 8, Delta 9, other variations), hashish, speed, cocaine, ecstasy, heroin, LSD, steroids, GHB, Meth, mushrooms, etc.? |
| ☐ | ☐ | 5. If you have prior law enforcement experience, did you have any disciplinary action(s)? |
| ☐ | ☐ | 6. Have you ever at any time in your life been denied law enforcement certification or had your certification revoked for cause? |
| ☐ | ☐ | 7. Have you ever served in the military? |
| ☐ | ☐ | 8. If YES on #7, did you receive an "honorable" discharge? |
| ☐ | ☐ | 9. Have you ever had a record sealed or expunged? If so, provide the date in the detail section below. |

NOTE: Depending on when illegal drugs were last used and the circumstances involved, use may not automatically disqualify you from the application process. However, failing to disclose any such use will result in automatic disqualification from employment with the CDA.

If you answered "YES" to the questions above, provide an explanation (including dates, if applicable) below.

<u>Question. No.</u>	<u>Explanation/Detail</u>
_____	_____
_____	_____
_____	_____
_____	_____

Public Safety Communications Operator Job Requirement Questionnaire

A Public Safety Communications Operator (PSCO) performs essential job functions in a fast-paced environment that may involve stressful and emotionally challenging situations. Applicants must be able to perform these essential duties, with or without reasonable accommodation.

Please review each essential function listed below and indicate your ability to perform the requirement. **If you select "No" for any essential function, you will not be eligible for consideration for this position.**

YES	NO	
☐	☐	I understand I may be assigned to work any shift, including nights, weekends, and holidays
☐	☐	I understand I may be assigned to work night shift for several years before eligibility for the day shift
☐	☐	I understand I will be working all holidays, unless they fall on my regular days off
☐	☐	I understand I will be issued uniform shirts and must purchase my own pants, shoes and belt.
☐	☐	I understand that regular attendance and timeliness are essential functions of this position
☐	☐	I have access to reliable transportation
☐	☐	I understand that I may work for long periods of time without breaks during emergencies
☐	☐	I understand that I may have to stay beyond the end of my shift during emergencies
☐	☐	I understand that I may have to work overtime to cover staffing shortages
☐	☐	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
☐	☐	I understand that I will be required to report to work during catastrophic events such as hurricanes
☐	☐	I understand that the PSCO training program is intensive and may last over a year
☐	☐	I understand that, as a PSCO call-taker, it is my responsibility to assist – and to calm when necessary:
☐	☐	Callers whose primary language is not English or who are young children
☐	☐	Callers who are upset, hysterical, suicidal, concerned, stressed, angry, or afraid
☐	☐	Callers who are intoxicated and who may use abusive language
☐	☐	I understand it is my responsibility to ask questions of callers to determine what is needed to assist them
☐	☐	I understand that I will be required to help resolve conflicts that may involve the life and death of individuals, including children
☐	☐	I understand I will be working in a fast-paced, stressful environment
☐	☐	I understand I will be required to monitor up to five computer monitors for long periods of time
☐	☐	I understand I will be required to operate a multi-line telephone system
☐	☐	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
☐	☐	I understand that I must maintain confidentiality of Agency records and sensitive situations that I encounter during my shifts
☐	☐	I understand that I must maintain ethical conduct and uphold professional standards on and off duty
☐	☐	I understand that I may be subpoenaed to testify in court as to situations encountered during my shifts
☐	☐	I understand that the decisions I make on duty affect the lives and the property of others
☐	☐	I understand that shift work and mandatory overtime may affect my personal life
☐	☐	I understand that personal obligations, including college classes or secondary employment, must be scheduled around my assigned work schedule
☐	☐	I understand that the starting rate of pay for a PSCO is \$ 23.66 per hour
☐	☐	I understand that completion of the hiring process may take from 30-60 days
☐	☐	I understand this position is subject to pre-employment and random drug testing

If you answered "NO" to any of the essential elements or functions of this position, you are not eligible for consideration and SHOULD NOT APPLY. Applicants must be willing to perform all required duties.

Signature: _____ **Date:** _____



**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

New 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, the applicant advances 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 and/or fire radio.

The applicant is required to submit a written response of at least 500 words within 3 days describing the experience. It must include information about what the applicant learned about the CDA during the observation, what challenges and opportunities anticipated 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.

Conditional Offer

Upon a favorable outcome of the oral board interview, the applicant will receive a Conditional Offer of Employment. This offer must be signed, witnessed, and returned to the Administrative Services Office.

The conditional offer of employment 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, review by the Director, and drug screening.

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 Evaluation

The psychological 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 conditional offer of employment must undergo a basic medical examination, which includes vision and hearing tests, to determine their ability to perform the essential functions of the position. Applicants are also required to complete a five-panel drug 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 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 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 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 CritiCall assessment

PRE-EMPLOYMENT DRUG TESTING

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

Applicant Acknowledgment: