

# *Welcome!*



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# Employment Preview

**Dispatcher Trainee**



# Topics

- **Qualifications**
- **Pre-Employment Testing**
- **Background Check**
- **Training**
- **Job Realities**
- **Salary and Benefits**



# Qualifications



# Minimum Qualifications

- Must be able to multi-task! Handling multiple tasks simultaneously and quickly recalling details and procedures, while maintaining concentration
- Type quickly and be familiar with Windows and Word.
- Learn and utilize CAD (Computer Aided Dispatch)
- Learn geography of the City and apply it in day-to-day operations
- Knowledge in PD/FD methodology, terminology, & radio codes/ signals



# Minimum Qual's (cont'd)

- Effectively interview callers, obtain complete information, and relay it via CAD
- Communicate effectively with PD/FD units via 2-way radio and document info into CAD
- Prioritize calls as conditions dictate and manage numerous PD/ FD units.
- Remain composed under stressful conditions and speak in a normal/ clear voice; ability to handle pressure of emergency/ life-threatening situations.



# Minimum Qual's (cont'd)

- Ability to learn NCIC/FCIC, inputting data/ utilize teletype codes/ abbreviations
- Pass all pre-employment testing.
- Possess High School diploma or G.E.D.
- Must be able to work during declared emergencies (e.g., Hurricanes)
- Must be able to work any shift with any days off. This includes nights, weekends & holidays. Mandatory overtime does occur.





# Pre-Employment Testing



# Testing Steps

- Multi-tasking test (Perfex)
- Oral board (interview)
- Complete background investigation
- Polygraph/ CVSA
- Medical & Drug Test
- Psychological



# Multi-tasking Test (Perfex)

- Measures your ability to handle multiple tasks in a stressful environment
- Passing score is 70%



# Oral Board

- Consists of three panel members
- The panel asks questions pertaining to your ability to be a successful candidate for Dispatcher position
- Must pass based on a consensus of the panel members



# Polygraph/ CVSA

- Questions are designed to measure your suitability for employment within the Police Department based on past behaviors.



# Background Investigation

- We **will** interview all references and past employers
- We **will** do a complete criminal record search using numerous data bases and governmental agencies
- We **will** do a thorough financial background investigation



# Medical/ Drug Test

- Will be arranged to be performed at a medical facility



# Psychological

- The last step
- Evaluates the candidate's emotional stability for compatibility with the Dispatcher position





## Please Note:

- This is a competitive process- you are competing against the qualifications of the other applicants
- Meeting the minimum qualifications and passing the testing does not mean that you will be offered employment



# Training



# Dispatcher Trainee

- Training for a Dispatcher is approximately 8 months
- First 4-5 weeks is in a classroom environment.
- Several tests must be passed with an 80% or above to advance to on-the-job training; 1 retake may be given at the Department's discretion.



# On-The-Job Training

- Upon completing classroom training, trainees are assigned to a Trainer for each phase of training
- A test will be given at the end of each phase
- Training is conducted on Phones, Teletype, Main Channel and Fire Channel.
- After completing all phases, trainee will enter into “Solo” phase.



# State Exam

- During the training program trainees will take a State Exam administered by the Florida Department of Health.
- A passing score is required to achieve the 911 Public Safety Telecommunicator certification mandated by state statute.
- Upon completion of Solo phase and receipt of the state certification, the Trainee will be promoted to a Dispatcher.




# Job Realities



# Shift Work

- Communications is a 24 hours a day, 7 days a week operation.
- Like nurses, police officers, paramedics, or any other similar line of work we are always open.
- This means working nights, weekends, holidays, mandatory/ unplanned overtime, hurricanes, or any other type of situation that requires staffing to be met.


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- This can put a hardship on your family life, social life, eating, and sleep patterns.
  - Shift schedules may be 8 hrs- 5 days a week; 10 hrs- 4 days a week; 12 hrs- 3.5 days a week; or any other type of schedule that may assist in staffing.
  - Schedules may be rotating, permanent, or temporary.
  - There are many advantages to working shifts, and many dispatchers like to work shifts, but please take the time to discuss shift work with your family, loved ones, or anyone else who may be affected by shift work.






# Stress

- Many of the situations you will deal with on a day to day basis are negative (heart attacks, robberies, rapes, fires, domestic disputes, accidents, assaults, etc).
- You will hear people at their worst.
- You will deal with the entire spectrum of humanity—different cultures, values, languages, and dialects. You interact only by phone or radio, so you seldom have closure on anything.
- You may get respect, but do not expect it.

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- A combination of these factors can result in high stress.
  - You must be able to perform at a 100% under this stress; accuracy is paramount when you are facing life and death situations.
  - An incorrect move could be fatal (incorrect address on a Rescue call, failure to document an officer's location, making an assumption; death could result from any of these instances).

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- Everything you do is public record.
  - Everything you say on the phone or radio is recorded.
  - Everything you type into CAD can be viewed by the public.
  - Your conversation or documentation could become part of a news broadcast or court trial.
  - Public Safety Communications is not a field for everyone, but those who can do it successfully are very special. It is a job where you can truly make a difference!



# Salary & Benefits



# Salary

- Dispatcher Trainee minimum salary: \$28,267.20 yearly/ \$13.59 hourly (This is where you will start)
- Dispatcher Trainee maximum salary: \$52,757.00/ \$25.3640 hourly
- 1 year initial probation
- Another 1 year probation after promotion to Dispatcher
- Current Dispatcher Minimum Salary: \$33,026.24, upon promotion



# Benefits

- **Please click link below to view a list of Benefits currently offered to employees of the City Of Plantation**
- <http://www.plantation.org/Human-Resources/employee-benefits.html>



# THE END

**You may visit [www.plantation.org](http://www.plantation.org) for more info on the City of Plantation or the Plantation Police Department**