

Police Communications Officer Application Process

- 1) Application is completed by applicant and submitted to Human Resources.
- 2) Application is forwarded to Police Services Division Commander.
- 3) Applicant is scheduled for testing. The applicant's skills and abilities are tested (ex. ability to cross reference and summarize information, compare characters such as letters and numbers; short-term memory re-call, prioritizing, spelling, map reading, decision-making, and data entry skills). Applicant must pass with an overall score of 80% and attain a KPH (Keystroke per Hour) score of 3000 or higher.
- 4) Successful applicants are scheduled to meet with an Oral Review Board comprised of Police, Fire, and Communications personnel.
- 5) Applicants selected by the Oral Review Board undergo a 4 hour observation period.
- 6) Upon completion, applicants are placed on the hiring list until a vacancy occurs, at which time a thorough background check including a polygraph examination, and drug/vision/hearing tests will be conducted.
- 7) During the final application review process, consideration is given for previous experience to Veterans, former Police/Fire personnel, Communications personnel (current or former), Medical personnel such as Paramedics, EMT's, RN's, LPN's, etc., and City of Temple Terrace employees.

Point Scale used:

Communications personnel	15%
Police/Fire personnel	10%
Veterans	10%
Medical background	10%
City of Temple Terrace employees	5%

City of Temple Terrace, Communications Center

Standard

Requirements

Although the workplace, equipment, and procedures may vary, there are some constraints in Communications. These are the realities of the job:

Work Hours

One common ingredient is shift work. Day shift, relief shift, and night shift all must be covered. If you are in this line of work, you will work on Christmas morning, New Year's Eve, Thanksgiving afternoon, Fourth of July, and so on. You may be required to rotate shifts, working relief for three months and nights for three months. You will learn to adjust your life and your family to the job. Many times, you will crawl out of bed as everyone else is coming home from work. The phones and radio positions must be covered 24 hours per day.

This is not the type of work which can accommodate a person who is often late, or ill. Most Communications Centers are minimally staffed. If you are late, someone has to stay over. This someone may have already worked eight to twelve hours and may not be charmed by your tardiness. If you call in sick, someone else has to be called in, on their day off possible, to cover. You are a member of a close-knit team and it is not uncommon to feel guilty for having the common cold. If you have children, it is up to you to have a network of support to care for them at all hours.

There may be times when you will be called on to report to work at 3:00 in the morning. You may be asked to stay over after you have already worked 8 hours. Overtime is a reality and commonplace in the Communications Center. Mandatory overtime is also a reality and may be issued.

Physical Requirements

Being a Communications Officer means sitting in the same position for long periods of time. There will be times when you have to handle activity at the walk-up window, file, and move around a bit, but even then, you are still responsible for the phone and radio. If you are in the Communications Center, the only time you will walk around will be to take a break or lunch – and breaks and lunch are not guaranteed. Many times you will not be able to leave the workplace.

You will not be required to lift heavy objects, walk, or run long distances, but the physical demands include continual keyboarding, some twisting, and some reaching. You must be able to read a computer screen and computer printouts. People with limited sight may be able to find ways to accommodate their disability.

Excellent hearing is a must! Speech must be clear and the Communications Officer must be able to enunciate clearly.

Generally, employees on medication must report this to the administration. It is essential that these employees are alert and fit for fast action at all times. Past drug and alcohol use is scrutinized and present drug or alcohol abuse will not be tolerated.

Nature of the Work

You will be dealing with unpleasant situations and unpleasant people. You will hear things that most people do not want to hear. You are in the belly of the whale – no one knows more than the Communications Officer. Although this is a helping profession, the rewards are somewhat hidden. Communications Officers do not often see the results of their efforts. Although those in Communications know everything that goes on, they know little about the outcome. The lack of resolution can sometimes be difficult.

A patrol officer works on incident and a sergeant works one squad. A Communications Officer works not only the entire city, but many times more than one city and all of the Police, Fire, and Medical calls in the city for the entire shift. The Communications Center is fast paced and the individuals working in Communications must be on top of it all.

The Communications Officers is a *system coordinator*. The Communications Officer has a view of the entire emergency services system. A fire captain will know what is going on with an apartment fire. The Communications Officer will know what is going on with the apartment fire, the neighborhood dispute across town, the customer who did not pay at the restaurant and the cardiac arrest call that is now coming in over the phone.

Communications is the hub of the wheel. You are the brain: the part of the body that takes in the information, processes, directs, and coordinates the activities of the whole.

Does this sound exciting? It is! Does it sound scary? It is! To be a Communications Officer, you must be brave. Sounds somewhat simplistic but think about it. Every time you answer the phone, you have no idea what you will face. It could be a mother with a drowned child, a citizen complaining about dog droppings, a person dying from a heart attack, or a mentally ill person who feels that they are the only one who truly knows what is really going on in the world! Communications Officers commit to something most people would not even consider doing each and every time they answer the phone.

The phone rings: A mother has found her infant not breathing. Okay, you must get the information, dispatch the units, handle the mother, try to get her to perform CPR, answer the units, and stay on the phone with the mother until units arrive. Life goes on and the phone still rings. Of course, the units will arrive as you did everything right with the address. Although you are a member of a team, you go it alone. Each and every time it is your decisions, your judgments, and your actions that affect the outcome.

To add to the degree of difficulty, the decisions and actions necessary is expected to be done in seconds.

Rev 01/30/06

Mjw



**APPLICATION FOR EMPLOYMENT
POLICE DEPARTMENT
COMMUNICATIONS OFFICER
CITY OF TEMPLE TERRACE**
11250 North 56th Street
Temple Terrace, FL 33617
Phone (813) 506-6430 www.templeterrace.com

FOR OFFICE USE ONLY

Date Received _____

Date Returned _____

Position _____	Position # _____	Date _____
----------------	------------------	------------

PERSONAL INFORMATION

NAME _____ DRIVER LICENSE # _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____ PHONE # (____) _____

DATE OF BIRTH _____ HEIGHT _____ WEIGHT _____ EYES _____ HAIR _____

*PASSPORT TYPE
PHOTO

*TAKEN WITHIN LAST
SIX MONTHS

MINIMUM SIZE 1.5" X 1.5"

REQUIRED ATTACHMENTS (Photo Copies, if Applicable)

- Birth Certificate
- High School Diploma/G.E.D.
- College Diploma
- Military Discharge Papers
- Copy of Driver's License

Other _____

THIS SECTION FOR DEPARTMENT USE ONLY

Oral Interview Date _____ Application Received _____

Physical Date _____ Acknowledged _____

Reviewed _____

Other _____

Applicant Interviewed _____

Date

REMARKS: _____

1. List all jobs you have held in the last 10 years. Put your present or most recent job first. Include Military Service, Temporary, or part-time jobs in the proper time sequence. Use an additional sheet if necessary.

DATES		COMPANY & ADDRESS	WORK PERFORMED	SALARY	REASON FOR LEAVING
From				Begin	
To				End	
	Phone #				
	Supervisor				
From				Begin	
To				End	
	Phone #				
	Supervisor				
From				Begin	
To				End	
	Phone #				
	Supervisor				
From				Begin	
To				End	
	Phone #				
	Supervisor				
From				Begin	
To				End	
	Phone #				
	Supervisor				

2. Are you willing to have your present employer contacted in reference to your qualifications? Yes No

3. Were you ever discharged or forced to resign because of misconduct or unsatisfactory service? Yes No
If Yes, Explain: _____

4. Number of days missed from work in last year? _____

5. Do you have any relative(s) or members of your household now working for the City of Temple Terrace? Yes No
If Yes, Explain: _____

6. Do you know of anything that would disqualify you for employment, or prevent your full discharge of official duties? Yes No
If Yes, Explain: _____

7. List any other name, nickname or alias you have used or been known by:

8. List addresses for the last five years, current address line 1 (include City, State, Zip)

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

9. List below five persons who are not related to you, and who would have knowledge of your qualifications for the position for which you are applying. (Former co-workers, teachers, etc. Do not repeat names of supervisors listed on page 2)

<u>NAME & OCCUPATION</u>	<u>ADDRESS (CITY, STATE, ZIP)</u>	<u>PHONE NUMBER</u>
------------------------------	-----------------------------------	---------------------

- | | | |
|----------|-------|-------|
| 1) _____ | _____ | _____ |
| 2) _____ | _____ | _____ |
| 3) _____ | _____ | _____ |
| 4) _____ | _____ | _____ |
| 5) _____ | _____ | _____ |

FAMILY HISTORY

10. Place of Birth _____

11. Are you a citizen of the United States? Yes No

12. Dependents:

<u>NAME</u>	<u>RELATIONSHIP</u>	<u>BIRTH PLACE</u>	<u>BIRTH DATE</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

13. Give following information concerning family, (parents, brothers, sisters)

<u>NAME</u>	<u>RELATIONSHIP</u>	<u>BIRTH DATE</u>	<u>LIVING ?</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

EDUCATION HISTORY

14. Circle highest grade completed 1 2 3 4 5 6 7 8 9 10 11 12

Date of high school graduation, or equivalent _____

Circle number of College years completed 1 2 3 4

Name of College _____

Graduated ? _____ Date _____ Degree _____ Course _____

Other schools (business, technical, correspondence, etc.) Give names, addresses, course, date completed, degree if applicable).

15. Languages. Specify any language other than English that you read, write, or speak.

MILITARY HISTORY

16. Are you registered for selective service? Yes No
If Yes, give number _____

17. Have you ever served in a military organization ? Yes No

18. Are you now, or were you ever, an active or inactive member of any branch of the United States Reserve Forces? Yes No

19. Are you now, or were you ever, a member of the National Guard? Yes No
If Yes, to questions 17, 18, 19, give details. (Branch, unit, address, highest rank, and dates of service) _____

Method of separation (retirement, type of discharge) and rank at time of separation. _____

GENERAL

20. Have you ever been convicted of an offense against the law, or are you now under charges for any offense against the Law ? Yes No
If Yes, give dates, charges, places, courts and disposition. _____

(NOTE: A conviction does not automatically mean you cannot be appointed. Consideration will be given as to the offense, how long ago and relationship to position for which you are applying.)

21. Have you ever been fingerprinted other than for arrest? Yes No
If Yes, give agency, date and purpose (answers will be verified) _____

22. Do you possess a Driver's or Chauffeur's license ? Yes No
If Yes, give number, state issued, type and expiration date. _____

23. Has your license ever been revoked or suspended? Yes No
If Yes, give details (when, where, why) _____

24. Have you ever been refused an operator's license by any state? Yes No
If Yes, give details _____

25. Have you ever been involved in a motor vehicle accident? Yes No
If Yes, give details (date, location, collision or non-collision, cause, injury or non-injury, and who was legally at fault). _____

26. List any other occupational licenses or certificates you may possess. _____

27. Have you ever used illegal drugs? Yes No
If Yes, give details _____

28. Describe your interest in this department, and state why you are filing this application _____

I HEREBY CERTIFY THAT THERE ARE NO WILLFUL MISREPRESENTATIONS IN, OR FALSIFICATIONS OF STATEMENTS AND ANSWERS TO QUESTIONS CONTAINED HEREIN. I AM AWARE THAT SHOULD INVESTIGATION DISCLOSE SUCH MISREPRESENTATIONS AND FALSIFICATIONS, MY APPLICATION WILL BE REJECTED AND I WILL BE DISQUALIFIED FROM APPLYING IN THE FUTURE FOR ANY POSITION IN THE SERVICE OF THE CITY OF TEMPLE TERRACE.

I DO HEREBY AGREE TO PERSONALLY ASSUME RESPONSIBILITY FOR ANY DAMAGE, OR INJURY TO MY PERSON OR PROPERTY, WHICH MAY OCCUR DURING, OR AS A RESULT OF MY APPLICATION, IN TESTS CONDUCTED BY THE CITY OF TEMPLE TERRACE, PURSUANT TO THIS APPLICATION.

_____ Date _____ Signature of Applicant

NOTE: IF THIS APPLICATION IS NOT SIGNED IN INK, OR IS INCOMPLETE, IT MAY BE REJECTED WITHOUT FURTHER NOTICE.

*** THE PRE-EMPLOYMENT PHYSICAL WILL INCLUDE DRUG SCREENING.**

I HEREBY AUTHORIZE THE CITY OF TEMPLE TERRACE, FLORIDA, TO MAKE ANY INVESTIGATION THEY DEEM NECESSARY INTO MY PERSONAL BACKGROUND AND EMPLOYMENT RECORD. I AUTHORIZE MY FORMER EMPLOYERS TO RELEASE INFORMATION CONTAINED IN MY PERSONNEL FILE.

_____ Date _____ Signature of Applicant

STATE OF FLORIDA
COUNTY OF _____

The foregoing instrument was acknowledged before me this ____ day of _____, 20 __, by _____

(name of person acknowledging)

(Signature of Notary Public - State of Florida)

(Print, Type, or Stamp Commissioned Name of Notary Public)

Personally Known _____ OR Produced Identification _____

Type of Identification Produced _____

It is the City's policy to provide equal employment opportunity for all applicants and employees. There shall be no discrimination against any person in recruitment, examination, appointment, training, promotion, retention, or any other personnel action because of political or religious opinions or affiliations or because of race, color, creed, sex, age, or national origin.

Handicapped applicants will be given equal employment consideration for all classifications. Every effort shall be made to employ and retain handicapped persons. No qualified individual with a disability shall, on the basis of the disability, be excluded from participation in or be denied the benefits or the services, programs, activities, or be subjected to discrimination. Any complaints should be submitted in writing to the Human Resources Director.

PLEASE READ THE FOLLOWING STATEMENTS PRIOR TO SIGNING THIS APPLICATION.

If this application is incomplete or is not signed in ink, it will be rejected without further notice.

The City of Temple Terrace is a drug-free workplace.

The City prohibits use of any tobacco products by employees hired after June 15, 2001.

A pre-employment drug screen, criminal history background investigation, and driver's license verification will be conducted.

CERTIFICATION, AUTHORIZATION, AND SIGNATURE

I certify that answers given herein are true and complete and I authorize investigation of all statements contained herein. If I am employed, I will abide by all City rules and regulations and understand that FALSE OR MISLEADING information given herein or during my interview(s) will result in immediate discharge.

I have read and understand the conditions of employment stated above.

SIGNATURE

DATE