

**CITY OF BOCA RATON
POLICE/FIRE COMMUNICATIONS
CENTER**

9-1-1

EMERGENCY DISPATCH

NOW HIRING!





Thank you for your interest in a career with the Boca Raton Police/Fire 9-1-1 Communications Center.

Applications are accepted on-line (only) at:
www.ci.boca-raton.fl.us/city/hr the first ten (10) days of each month.

Then click the link for “Employment” and “911 Dispatcher.” All current openings are posted here, and it is updated frequently.

Application Process:

Please call Paula Wachter, HR Specialist at 561-393-7805 after completing the on-line application, to schedule your typing test.

There are multiple steps in the applications process that are designed to ensure that we hire the best possible candidate for each position. These steps may take several weeks and include:

Typing Test (30+wpm)

CritiCall Job Related Skills Test (www.criticall911.com)

In-Person Interview

Polygraph & Background Check

Psychological Exam

Drug Screen

Applicants who pass the Interview may be asked to schedule a 1 – 2 hour sit-in time with the current employees in the 9-1-1 Dispatch Center. This will give you an opportunity to hear some of the calls we receive and to see what will be expected of you on a daily basis. This is a great opportunity to ask questions and gain a better understanding if

this is the environment you truly want to work in. *We are looking for long-term, career-oriented candidates.*

Helpful Hints on making a good first impression:

Dress professionally.

Be on time.

Speak respectfully.

Know where you are going (there is a map attached to this packet).

Be prepared.

Ask questions.

JOB REALITIES

SHIFT WORK:

Public Safety Communications is a 24-hour, 7-day per week operation. Like hospitals, transportation, and other fields, we are always open. This means working nights, weekends, holidays, mandated overtime, during hurricanes, and whenever else is required. This can put a hardship on your family life, social life, eating and sleeping patterns. There are advantages to working shifts, but you must carefully weigh the effects on other aspects of your life. This is an area to be discussed with the people in your life who will also be affected by this.

Different agencies use different schedules. Some work 10-hour, 4-day weeks; 12-hour shifts, 3 days per week; or a traditional 5-day, 8-hour shift. These shifts may be permanent, or rotate on a weekly, monthly, quarterly, or annual basis.

STRESS:

Stress is a part of life and a part of any job. The stress in Public Safety Dispatching comes from a number of sources. The expectation is that you will be 100% accurate, 100% of the time. Although this is unrealistic, it is our goal, and the consequences of a mistake can literally be fatal. A wrong address on a medical call, a failure to properly document an officer's status or location, an invalid assumption—any of these can result in injury or death to an officer or citizen. Everything you do on the radio or telephone is tape-recorded and may become a public record. Your conversation may become part of the nightly news or central in a civil or criminal trial.

Many of the situations you will deal with on a daily basis are negative. Why does someone call 911? They have a problem, and they are unable to solve it. So, it is up to you. Callers are reporting robberies, rapes, assaults, accidents, animal problems, domestic fights, disturbances, alarms—the list goes on. You deal with medical calls such as heart attacks, childbirth, burns, drowning, falls, choking, cuts, strokes, both accidental and deliberate injuries from minor to fatal. You will see

(or, more accurately, *hear*) the best and worst of people. You will be privy to sensitive as well as confidential information, but you must treat it as such. The rule of thumb is, “What you see here, hear here, and do here, stays here.”

*** 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. 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.

Selected Highlights From the City of Boca Raton Employee Handbook Information for Applicants Telecommunicator/911 Dispatcher

The following information is provided to you to help answer some questions that applicants commonly have about employment with the City of Boca Raton as a Telecommunicator/911 Dispatcher. You may consult the Human Resources Department (561) 393-7801 to clarify any questions you may have after reading this, or to verify current information.

Job Opportunity

The City of Boca Raton is an equal opportunity employer and prohibits discrimination because of race, color, creed, religion, national origin, sex, age, political affiliation, or disability. The provisions of the applicable employment laws, including the Americans with Disabilities Act, and the Family Medical Leave Act are reflected in all aspects of the City’s personnel policies, programs, practices, and operations. It is the policy of the City to employ the most qualified individual available to fill a position. Promotions from within are encouraged to the extent that the best interests of the City are fulfilled.

Employees must complete an I-9 form upon hire (U.S. Citizenship & Immigration Services Employment Eligibility Verification).

Probationary Period

All new, classified service employees enter a 365-day probationary period upon hire. The initial probationary period is a time of testing. During this period, employees should discover whether they are satisfied with their jobs, and the City should determine whether the employees are adjusting to and performing their jobs well. Only upon satisfactory completion of the 365-day probationary period will an employee attain permanent status in the classified service.

Performance Evaluation

So that you know how you are doing in your job, and can plan future goals, your performance is evaluated periodically. The City requires that probationary employees be

evaluated after three months, six months, and just prior to the completion of the one-year probationary period. Telecommunicators are evaluated according to these schedules, and, in addition, on a daily basis.

The Work Week

Because Telecommunications involves a 24-hour, 7-day per week schedule, the work week begins at 2400 (midnight) Monday morning and runs through 2400 (midnight) Sunday night. Full-time employees work a minimum of forty (40) hours per week (including approved leave).

Pay

The City of Boca Raton strives to provide employees with a fair day's pay for a fair day's work and to maintain salary levels that are competitive with neighboring agencies. Employees are paid bi-weekly, every other Friday. The check you receive on a given Friday covers a two-week pay period, which began on a Monday and ended on a Sunday. There is a delay of five days in payment. The current starting salary range is posted in the job announcement.

Overtime

Telecommunicators are eligible to receive overtime pay of time and one-half for hours worked in excess of the standard work period (40 hours). An employee may choose to be granted compensatory time off in lieu of overtime, up to a set maximum number of hours.

Group Health Insurance

Medical Insurance is paid for by the City for all full-time employees, depending on the plan selected by the employee. Dental and Vision Insurance is paid for by the City for most full-time employees. Family coverage is available, but the additional cost of dependent coverage is paid for by the employee. Coverage begins on the first day of the month after your first full-month of employment.

Pension Plans

General Employees hired after November 1, 2007, participate in a Defined Benefit Plan. The pension plan provides income supplemental to Social Security when you retire, and also provides for disability and death benefits. Additionally, employees may elect to participate in a Pension Thrift plan (457, similar to a 401k).

Tuition Reimbursement

The City sponsors a program of tuition reimbursement to encourage employees to improve job skills and prepare for future assignments. To be eligible, you must be a classified service employee who has been employed for one year prior to the start of classes. The program provides for reimbursement equivalent to 50%-100% (depending

on grades received and bargaining unit status) of the State of Florida tuition cost for satisfactory completion of an approved course. Tuition costs does not include books.

Direct Deposit

Your bi-weekly paycheck may be directly deposited into the participating banking institution of your choice.

Annual Leave

Newly hired Telecommunicators earn paid annual vacation leave for continuous, uninterrupted service at the rate of 8.0 hours per month from their date of hire through five full years of service. Please consult the Employee handbook for employees with greater than 5 full years of service. Annual Leave is granted as staffing allows.

Sick Leave

Newly hired Telecommunicators shall accrue sick leave at the rate of eight (8) hours per month of continuous service. Sick leave accrues monthly and shall be available for use on the first day of the following month. The City has a right to expect regular and dependable attendance from its employees. Sick leave is not to be considered a right which an employee may use for purposes other than bona fide personal illness, injury, legal quarantine, medical, vision, and dental appointments, or sickness or injury within the immediate family. Employees claiming sick leave except for the reasons stated above shall be subject to disciplinary action up to and including termination.

Jury Duty

Leave with pay may be authorized for full-time employees in the classified service who are required to perform jury duty, and any jury fees may be retained by the employee. Telecommunicators may be called to testify in civil and criminal cases about the calls they receive and the work they perform.

Legal Holidays

The City observes ten (10) legal holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day. Holiday time off requests are granted on a seniority basis, as staffing levels allow. 10 and 12 hour shift employees do not receive Floating Holidays.

Additional Benefits and Special Programs

The City of Boca Raton offers many additional benefits and incentive programs. For a full description of these, please consult the City of Boca Raton Employee Handbook.

Training

The majority of training is conducted on a one-on-one basis, on-the-job (paid).

Training classes you can expect to attend during your first year include:

Cardiopulmonary Resuscitation (CPR) and Choking (to include use of an Automatic External Defibrillator – AED)
Emergency Medical Dispatch (EMD)
National Crime Information Center/Florida Crime Information Center Operator certification
Palm Beach County 911 orientation
Telephone Device for the Deaf certification
Defensive Driver certification
Sexual Harassment and Violence in the Workplace

Scheduling

A great deal of flexibility is required during the probationary period in regards to scheduling. In general, Trainee Telecommunicators can expect to work rotations on each shift; i.e., six months total on the day shift, and six months total on the Midnight shift. Trainees are usually assigned 12-hour shifts, subject to the needs of the Center. Telecommunicators cannot be promised a special, permanent, or preferential shift. Post-probationary period scheduling is generally done on a seniority basis through a shift bid process in January and July (to correspond with school semesters).

Mandatory Overtime

Overtime that is necessary to cover staffing vacancies is first offered on a volunteer basis in order of seniority. However, a Telecommunicators position must be filled 24 hours a day, 7 days a week, 365 days a year, including holidays and emergencies. The City has the right and duty to handle all scheduling and adjust any schedules in order to meet the needs of the Communications Center, the Boca Raton Police and Fire Services Departments, and the citizens of Boca Raton. It should be understood that scheduling adjustments will be kept to a minimum and advance notice of schedule changes will be afforded whenever possible; however, sick leave, emergencies (hurricanes, terrorist attacks, etc.), manpower shortages, and other situations could warrant an immediate response to duty for an unspecified length of time. In situations such as these, Mandatory Overtime (MOT) will be implemented.

Contact Information

The main non-emergency phone number into the Communications Center is (561) 368-6201.

The Bureau Secretary can be reached at (561) 416-3326 for additional information.

We sincerely appreciate your interest in the Telecommunicator/911 Dispatcher position, and wish you the best of luck throughout the hiring process, and throughout your career.