



CITY OF VALPARAISO

POLICE DEPARTMENT

465 Valparaiso Parkway
Valparaiso, Florida 32580

EMPLOYMENT APPLICATION

An Equal Opportunity Employer

DRUG FREE WORKPLACE

Notice to applicants; screening tests
for illegal drug use is required as a
condition of employment.

MINIMUM REQUIREMENTS FOR COMMUNICATIONS OFFICER

1. Be at least 19 years of age.
2. Be a citizen of the United States.
3. Be a high school graduate, or its equivalent.
4. Shall not have been convicted of domestic violence or any felony or misdemeanor involving perjury or false statement. Any person who, after July 1, 1981, pleads guilty or nolo-contender to or is found guilty of a felony or misdemeanor involving perjury or a false statement shall not be eligible for employment, notwithstanding suspension of sentence or withholding of adjudication.
5. Be a non-user of tobacco products commencing with date of hire.
6. Received an honorable discharge from any of the Armed Forces of the United States if applicable.
7. Be fingerprinted by the employing agency and processed by the FDLE and the FBI.
8. After conditional offer of employment, have passed a pre-employment physical examination, drug screen, pass NPSDSI dispatch exam and background investigation.
9. Comply with training or education requirements.
10. Possess a valid Florida driver's license.

In addition to the qualifications listed in the application packet, you will need to complete a 9 week online Public Safety Telecommunication Certification Course from Florida State College. Each week you will have to complete one lecture, worksheets, a quiz, and a discussion board in addition to on-the-job training. The course will be provided by the Valparaiso Police Department. Upon successful completion of the P.S.T.C course, you must take and pass the Public Safety Telecommunication State Exam.



VALPARAISO POLICE DEPARTMENT

COMMUNICATIONS OFFICER

(Dispatcher)

JOB DESCRIPTION – COMMUNICATIONS OFFICER (Dispatcher);

Under the direction of the Captain of Operations, uses radio, telephone, and computer systems to dispatch police, fire, medical, and other services to requesting agencies, and the public. Provides emergency medical information in response to medical emergencies. Deals with sensitive and confidential information and held accountable for the dissemination of that information. Must maintain professionalism, and tactfulness in all matters.

ESSENTIAL FUNCTION STATEMENTS;

- Receives all emergency 911 telephone calls from all areas within the City of Valparaiso. This includes medical, police, and fire emergencies.
- Prioritizes emergency telephone calls based upon severity of the information provided. Must be able to elicit the appropriate information from persons who are in a highly stressful and emotional state of mind. Must be able to calm, and reassure scared adults, and juveniles to effectively determine the nature of the situation, and bring it to a successful resolution.
- Knowledge of various emergency medical procedures, and be able to give correct life saving instructions to persons located at the scene, where lives are at stake, and until relieved by emergency medical personnel at the scene.
- Familiar with, and be able to distinguish between, a variety of policies, and procedures that apply to the different emergency, and non-emergency situations. Able to make decisions requiring immediate action.
- Correctly dispatch by radio, telephone, or pagers, the appropriate agency to handle the emergency.
- Have knowledge of the jurisdictions, and boundaries applicable to the various agencies to ensure proper, and timely notification.
- Communicates with law enforcement officers in the field, using discretion, to dispatch appropriate or requested services.
- Receives initial complaints from citizens reporting criminal activity. Determine if activity is an in-progress call to ensure prompt response by field officers. Maintains communications with the complainant to provide up-to-date information to the responding units.
- Track officer activity in the field, and correlate incidents with case numbers using the department's computer systems. Monitors officer's activities to provide safety, and assistance if needed.
- Knowledgeable on the department's criminal data computer system, enters, updates, maintains, and retrieves information essential to provide effective, and efficient law enforcement to the community.
- Handles field officer's request for vehicle registration, driver's license information, and criminal histories, statewide warrant, etc. using the state computer system.
- Receives, and dispenses information on city, state, and private property impounds, repossessions, stolen, and recovered vehicles using the computer system.
- Responds to citizens requests for information or refers to the appropriate person, department or agency to handle. Receives initial information requests from the news media, and refers to the proper department personnel to ensure release of timely and correct information.
- Operates computer terminal to enter, retrieve, and update information in computer files.
- Communicates effectively on the radio and/or telephone while entering data into the computer system.
- Monitors radios for various state, and federal agencies. Monitors business, residential, and fire alarms, and dispatches accordingly.
- May process police reports for the Valparaiso Police Department, including specialized reports, and records involving citations, arrests, accidents, pawns, etc.
- Enters information into individual records that deal with arrests, citations, accidents, and other required record keeping duties.
- Files reports, arrest folders, citations, and incident index cards on individuals for later retrieval by other authorized personnel.

- May be responsible for maintaining, and updating various instruction books, policy and procedure manuals used in the course of dispatching.
- May train new Communication Officers on the policies, procedures, and computer systems. Monitors their performance, and may make recommendations to supervisors within the Communication Division.
- Assist transients requesting aid.
- Operates standard office equipment to include, but not limited to, copying machine, fax machine, FCIC terminal, typewriter, and other office equipment.
- Maintain good working relations with the public, and other public safety agencies.
- Responds to other agencies, and organizations soliciting information.
- Performs other duties as required. Operates department vehicles when necessary.

QUALIFICATIONS;

Graduation from high school or G.E.D. equivalency.

KNOWLEDGE, SKILLS and ABILITIES;

- Successful completion of public records and police background check for all applicants.
- Must pass NPSDSI dispatch exam.
- Must be dispatch certified within six months of hiring. Maintain certification by completion of required yearly training, and testing.
- Certification on the State, and National computer system by taking proficiency test every two years.
- Knowledge of departmental policies and procedures regulating the dissemination of information.
- Ability to work rotating shifts, weekends, and holidays.
- Ability to communicate effectively, and relate well with the public, maintaining a calm and professional demeanor.
- Ability to understand, and follow oral and written instructions. Communicate clearly and concisely with both oral and written instruction.
- Must be emotionally stable, and free from overly aggressive behavior patterns or impulse problems.
- Must be capable of exercising good judgment, and maintaining self-control during periods of extreme stress.
- Ability to effectively communicate, and relate to citizens, suspects, and co-workers.
- Ability to work in a paramilitary organization, which relies on polices and procedures to govern the behavior of officers, and civilian employees.
- Ability to be effectively trained, and to prepare reports for agency, and court use. Knowledge of habits, and characteristics of animals.

DESIRED QUALIFICATIONS;

- Ability to type 40 words per minute (net).
- Computer literate.

WORKING CONDITIONS;

Position requires mostly sitting at assigned workstation for long periods of time, some standing, and walking. A small percentage of time may be spent lifting or carrying weights up to 20 pounds.

Close working conditions, and periodic loud noise level. Have limited opportunity to socialize with co-workers or others during shift. Work within an organization structured on a military model (i.e.; chain of command, grooming standards). Work shift-work with rotating schedules, including weekends, and holidays.

Constant exposure to stress caused by fluctuating workloads, shifts changes, rotating assignments, and dealing with people under crisis situations.

All applicants are subject to a police background investigation.