



City of Miami

911 OPERATOR (EMERGENCY CALL-TAKER)

SALARY	\$21.28 - \$42.13 Hourly \$1,702.37 - \$3,370.60 Biweekly \$44,261.57 - \$87,635.60 Annually	LOCATION	City of Miami, FL
JOB TYPE	Full-Time	JOB NUMBER	5413-20240422-Supplemental 3
DEPARTMENT	Police	OPENING DATE	04/22/2024
CLOSING DATE	5/10/2024 5:00 PM Eastern		

An Equal Opportunity Employer

Nature of Work

THIS RECRUITMENT IS A SUPPLEMENTAL POSTING TO THE ORIGINAL RECRUITMENT.

APPLICANTS WHO APPLIED AND WERE DEEMED INELIGIBLE, BUT NOW MEET THE MINIMUM REQUIREMENTS LISTED BELOW AND WISH TO BE CONSIDERED FOR THIS POSITION MUST RE-APPLY.

Skilled clerical and public contact work receiving and processing routine and emergency telephone calls in the Communications Unit.

Work involves responsibility for answering a telephone and performing related clerical tasks to process telephone calls. This position requires the efficient and accurate receiving and processing of calls for protection services. Calls include routine requests for information as well as those requiring emergency actions. All work is performed in accordance with departmental rules and regulations. Work is monitored and reviewed by a supervisor in the Communications Unit. **This job is distinguished from others in the clerical series by the extensive telephone contact work performed under stressful, emergency situations.**

Essential Functions

Operates a police or fire/medical Emergency 911 system receiving calls for service; enters calls for service into computer-aided dispatch (CAD) system; provides routine information to the public upon request.

Assists Emergency Dispatchers with dispatching of personnel and equipment for emergency service through use of radio and/or computerized or other types of communication equipment as required.

As secondary operator, advises public on emergency procedures; determines if a dispatch is necessary; and gives referral information on other agencies.

Operates various office equipment such as typewriter and teletype machine.

Requests ambulance and wrecker service via telephone when needed.

Maintains various records and files.

Performs other related work as required.

Minimum Requirements

A high school diploma or its equivalent.

SPECIAL REQUIREMENT:

The 911 Public Safety Telecommunicator certification must be obtained within twelve months from the date of hire and must be maintained valid throughout employment.

WRITTEN EXAMINATION: Applicants who meet the initial minimum requirements will be emailed information regarding the exam. Applicants are required to pass the written examination in order to be placed on the Eligible List. The Emergency Dispatch Assistant Written Examination consists of the following components:

1. Data Entry-MT (Audio)
2. Character Comparison
3. Cross-Referencing (Audio)
4. Memory Recall (Audio)
5. Probability
6. Call Summarization 2 MT
7. Prioritization
8. Map Reading (Urban)
9. Position Locating Urban (Audio)

Click below for a description of each component:

https://critical911.com/wp-content/uploads/2017/08/BCG_Critical_data.pdf (Download PDF reader)

Eligible applicants will be notified by email of the dates and times available for the remote written examination. If you meet the initial minimum requirements but do not receive a notification, you must email the recruiter at mrivers@miamigov.com by May 24, 2024. **If you do not email the recruiter by the above date, we will understand that you are no longer interested in the job. We will not administer a make-up if you do not notify the recruiter that you did not receive the written exam scheduling email.**

A preparation guide for the written examination is available to assist applicants that meet the initial minimum requirements in preparing for the exam.

Click below to download the preparation guide:

https://critical911.com/documents/CritiCall_Candidate_Test_Preparation_Guide.pdf (Download PDF reader)

Click below for other resources:

<https://critical911.com/critical-dispatcher-applicant/>

SELECTION STEPS: In addition to meeting the initial minimum requirements, and passing the written examination, all

applicants may be subject to the successful completion of the following criteria to be considered for an appointment: *stringent background investigation including criminal records check, fingerprint check, polygraph examination, toxicology screen and, a post-offer medical examination.*

Note #1: This position requires shift work, which includes weekends and holidays as well as on duty assignments during natural disasters. Applicants may be assigned to any shift for an indefinite period of time. Beginning Emergency Dispatch Assistants will most likely be assigned to the midnight or afternoon shift after training is complete.

Note #2: The 911 Public Safety Telecommunicator certification must be obtained within twelve months from the date of hire and must be maintained valid throughout employment.

Note #3: All candidates must demonstrate the ability to speak English in a clear, well-modulated voice using good diction. ***Fluency in Creole and/or Spanish is highly desirable.***

Documentation Requirements

Please Read Carefully

Applicants, including City of Miami employees, must upload and submit attached copies of the following documents with the employment application. Please be sure to attach all required documents to your employment application each time you apply. Uploaded documents remain in your online profile but they will not attach automatically and you will be deemed ineligible without the proper documentation.

ALL DOCUMENTS SUBMITTED MUST BE CLEAR, LEGIBLE, AND IN PROPER FORMAT.

THE FOLLOWING DOCUMENT(S) ARE REQUIRED AT TIME OF APPLICATION AND ARE ACCEPTABLE FORMS OF PROOF:

1. Proof of education in the form of diploma, degree or transcripts. Foreign diplomas/degrees must be submitted with a credential evaluation report from an approved credential evaluation agency*. **Translations of diploma/degrees are not accepted. Audit/Academic reports are not accepted as substitutions for college transcripts.**

***Approved Credential Evaluation Agencies:**

Credential evaluation reports showing the United States equivalency for academic credentials earned in other countries may be provided by:

- An accredited four-year college or university in the United States, **OR**
- A current member of the National Association of Credential Evaluation Services (NACES), **OR**
- **A current member of the Association of International Credential Evaluators (AICE), **OR****
- A recognized Professional Organization

For additional list of approved credential evaluation agencies visit the [Florida Department of Education](#)

It is the applicant's responsibility to ensure that all required documents submitted with the employment application are in a format that is acceptable, clear and legible for eligibility determination or risk being disqualified.

Applicants, including City of Miami employees, must completely detail their work experience on the employment application or risk being disqualified. Resumes are not required and will not be reviewed in place of the employment application.

It is the applicant's responsibility to update their online profile with personal data, work experience, education, and certifications, when submitting application(s), failure to do so may result in disqualification.

Applicants must provide a valid email address in order to receive notification of eligibility.

Veterans Preference: Veterans Preference is awarded in accordance with Florida State Statute 295.07. If veteran's preference is being claimed, it must be indicated on the application form and proper documentation, including all forms DD-214 (Member 4) and the applicable FDVA- Veteran's Preference Certification Form(s) in accordance with rule 55A-7.013 - Documentation of Preference Claim, must be submitted with the employment application.

FDVA Certification Forms: Please complete the applicable Veterans' Preference Certification Form(s). Form(s) must be uploaded with your employment application along with acceptable proof of veterans' preference.

Form VP1: VETERANS' PREFERENCE CERTIFICATE

Form VP2: CURRENT MEMBER OF THE RESERVE CERTIFICATION

FORM VP3: UNREMARIED WIDOW or WIDOWER CERTIFICATE

Selection Preference for City Residents: In accordance with APM 2-02, applicants for classified positions who are City of Miami residents and new hires will receive preference in selection from interview ranking bands provided that any two (2) of the following documents are submitted with the employment application and again at time of interview:

- A. Utility bill dated within 60 days of the date of submission
- B. Valid Florida Driver License or State-issued I.D.
- C. Property Tax Statement dated within 1 year of the date of submission
- D. Properly executed valid lease agreement
- E. Homestead Exemption dated within 1 year of the date of submission
- F. Motor Vehicle Registration dated within 90 days of the date of submission
- G. Official school records or transcripts, dated within 90 days of the date of submission
- H. W-2 (or 1099) Tax Form dated within 1 year of the date of submission

City of Miami residents are granted selection preference over non-City of Miami residents within the same ranking band resulting from an interview process.

Selection Preference: Selection preference within the same ranking band resulting from an interview process will be granted in the following order: 1) preference eligible veterans, 2) active City of Miami employees, 3) City of Miami residents, 4) all others.

OPEN/NON-COMPETITIVE

An Equal Opportunity Employer

Agency

City of Miami

Address

444 SW 2nd Avenue, 7th floor

Miami, Florida, 33130

Phone

(305) 416-2170

Website

<http://www.miamigov.com/employment>

911 OPERATOR (EMERGENCY CALL-TAKER) Supplemental Questionnaire

***QUESTION 1**

Are you willing to work evenings?

* Required Question