



# NORTH BAY VILLAGE POLICE DEPARTMENT

1666 JOHN F KENNEDY CAUSEWAY, SUITE 300, NORTH BAY VILLAGE, FL 33141 305.758.2626



## Job Announcement

### **POLICE COMMUNICATIONS OPERATOR (Full-Time / Non-Exempt)**

#### **SUMMARY**

The North Bay Village Police Department is entrusted and responsible for maintaining peace and safety, protecting life and property, and promoting community engagement and trust. Our Officers and Staff serve a highly diverse multi-cultural community of approximately 9,000 residents, which fluctuates throughout the year. North Bay Village Police Officers and Staff are required to exercise initiative and discretion when faced with emergency conditions. All North Bay Village Police staff are fully sworn to enforce laws and ordinances, while maintaining order.

#### **POSITION SCOPE**

This position performs telecommunications work in the operation of radio transmitting equipment and other automated systems to communicate with mobile public safety and other units.

#### **ESSENTIAL DUTIES**

- Receives and disseminates written and voice messages by telephone and radio via the Computer Aided Dispatching system.
- Transmits messages and departmental information by radio to personnel in the field.
- Maintains records of all assigned units as to location and availability, via the Computer Aided Dispatching system.
- Maintains files on wanted, missing, or lost persons, stolen vehicles, and related information used in disseminating information to field units.
- Operates computer terminal and originates input information, such as stolen articles and requests for information via National Criminal Information Center and Florida Criminal Information Center.
- Furnishes field units with computer data as requested.
- Disseminates calls for Police service.
- Assists the public by greeting citizens when they enter the station and responds to informational requests.
- Takes telephone complaints from citizens and directs the information to the appropriate personnel within the department.
- Performs related work as assigned by the Chief of Police or a designee.
- Performs clerical, administrative and technical work in receiving and dispatching routine and emergency information to police personnel and other emergency response vehicles.
- Keeps official records.
- Assists in the administration of the standard operating policies and procedures of the Communications Center.



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## MINIMUM REQUIREMENTS: KNOWLEDGE, SKILLS AND ABILITIES

- Must be a US Citizen per Florida Statute 943.13
- Applicant must be at least 18 years of age
- High school diploma or general education degree (GED)
- Must be fluent in the English language. Ability to communicate in Spanish is highly desirable.
- Considerable knowledge of modern office practices and procedures.
- Must be computer literate with knowledge of Microsoft Office, WordPerfect or similar word processing programs.
- Ability to type at least 35 words per minute.
- Ability to deal with the public in an effective and courteous manner.
- Must display a positive attitude and a calm, professional demeanor.
- Ability to perform several tasks at one time.
- Must possess or be able to obtain 911 emergency medical priority training.
- Must be flexible in duty hours.

## DESIRED REQUIREMENTS

- Associates degree (or higher) OR one (1) year of experience relevant to the major duties/essential functions of the position. Part-time experience will be prorated.
- Possession of 911 PST Certification from the Florida Department of Health strongly preferred, but must be attained within 6 months of employment.
- Possession of Certification in FCIC/NCIC (Florida Crime Information Center) highly preferred but must be attained within twelve (12) months of appointment.
- Heavy public contact experience while performing multiple tasks simultaneously.
- Must be able to work variable shifts, including nights, weekends, and holidays.
- Must be fluent in English, both written and spoken.
- Must pass an extensive criminal background check.
- Possession of a valid driver's license issued by the State of Florida (within 30 days of employment for non- Florida residents) for the type of vehicle or equipment operated with an acceptable driving record.
- Previous experience as a dispatcher with a Law Enforcement Agency is preferred.
- Village Manager at his discretion may choose to mitigate education requirements with experience.
- Higher starting pay for experienced, certified dispatchers.



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## **Non-Lateral Applicants must submit proof of the following documentation at the time of application:**

- High school diploma or General Education Degree (GED)
- Associate Degree or higher from an accredited college or university (Preferred)
- Pass the Village Physical
- North Bay Village Veteran's Preference Claim Form (If Applicable)

## **Lateral Applicants must submit proof of the following documentation at the time of application:**

- Resume (Updated)
- High school diploma or general education degree (GED)
- Associate Degree or higher from an accredited college or university (Preferred)
- Certified College Transcript (If Applicable)
- DD214 Military Release Form (If Applicable)
- Special Notice: Veteran is defined as being Honorable Discharged from Military Service. (No other discharge classifications qualify)
- North Bay Village Veteran's Preference Claim Form (If Applicable)
- Furnish a copy of all training records.

## **POLICE DEPT APPLICANT TESTING AND BACKGROUND**

In addition to the minimum requirements, and a successful Comprehensive Background Check. Applicants may be required to successfully complete the following testing and background requirements:

- Oral Board Interview with Police Department Administration
- Polygraph Examination
- Psychological Evaluation
- Medical Examination
- Toxicology Examination

\*\*Comprehensive Background Check\*\*

(Includes but is not limited to: Criminal History, Driving History, Credit Check, and Neighborhood Canvass)

## **PROBATIONARY PERIOD**

### **Non-Lateral Applicants**

Pursuant to NBVPD General Order #13 Selection Process, Non-Lateral Applicants shall complete a probationary period of 12 months from date of hire.

### **Lateral Applicants**

Pursuant to NBVPD General Order #13 Selection Process, Lateral Applicants shall complete a probationary period of up to 12 months from date of hire.



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### **BARGAINING UNIT**

Fraternal Order of Police (Lodge #81)

### **ELECTRONIC APPLICATION SUBMISSION**

North Bay Village Police Department employment applications (available for download via our Village website) can be dropped off at the Village Hall or submitted via email to:

[rmiller@nbvillage.com](mailto:rmiller@nbvillage.com)

*North Bay Village provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, sexual orientation, gender identity or expression, national origin, disability, genetics, martial status, veteran status, or any other characteristic protected by federal, state, or local laws. North Bay Village is also committed to providing reasonable accommodations to qualified individuals with disabilities and encourages applicants and employees to request accommodations as needed.*

**NORTH BAY VILLAGE**  
**HEART OF THE BAY**