

Carmine Marceno
Sheriff



State of Florida
County of Lee

"Proud to Serve"

JOB OPENING

BUREAU: Professional Standards

DIVISION: Communications

POSITION: Communications Operator

HOURS: Full Time, 40 hours per week

SALARY: \$35,156.00

JOB DESCRIPTION:

The work is performed in a call center environment and involves call-taking and dispatching of emergency and non-emergency calls. Communications Operators handle a large volume of incoming emergency and non-emergency telephone calls from the public as well as dispatch deputies to calls for service. Communications Operators must establish effective working relationships with other employees and organizations in emergency or other situations; they must adapt quickly to changes; be able to recall information such as major streets and law enforcement codes; they must communicate with clients and customers to satisfy their expectations; and be committed to quality customer service. Communications Operators must have knowledge of general office procedures sufficient to perform clerical duties as assigned; ability to define problems; collect data quickly and accurately; and draw solid conclusions. They will be expected to convey verbal information in a clear, concise and intelligent manner. Written communications must be accurate, concise, legible, timely and grammatically correct. This position requires the ability to work nights, weekends and holidays. This job may also require working during natural disasters, including hurricanes.

REQUIREMENTS:

- ★ Must be a legal citizen/alien resident of the United States.
- ★ Must be 18 years or older.
- ★ Must have a High School Diploma or equivalent.



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477-1000**

- ★ Possess a valid Florida Driver's License or state issued ID Card.
- ★ Possess a Social Security Card.
- ★ If previously a member of the Armed Forces of the United States, service and discharge must be honorable or under honorable conditions.
- ★ Be of good moral character, having no felony convictions; no misdemeanor convictions involving moral character, perjury, or false statement, as outlined in the Florida State Statute.
- ★ Be able to meet our strict drug standard.
- ★ Must be able to bend, lift (up to 15 lbs.), reach, sit and stand for long periods of time. Vision or corrected vision to allow for reading computer screens, typing, documents, etc., hearing or corrected hearing to allow for receiving information for accuracy.
- ★ All applicants will take the 911 Pre-Employment CritiCall Test which determines applicant's strengths and weaknesses in the following areas: decision making, data entry, call summarizations, memory recall, prioritization, map reading, spelling and sentence clarity. Applicants must pass in order to continue pre-employment processing for position. **If the applicant fails the CritiCall test two (2) times, they must wait six (6) months from the last failed test date to reapply.**

APPLICATION PROCESS:

Submit a prescreen application to Human Resources, no later than 4pm on or before the closing date of the position.

NOTICE: All conditions of this job posting are subject to the Sheriff's Discretion.

The Sheriff's Office is an equal opportunity employer with Veterans Preference.