

Job Description: Police Dispatcher/Complaint Officer Trainee

Job ID Number: 41991

Department: Miami-Dade Police Department

Entry Pay Rate: \$37,591.32 Yearly

Maximum Pay Rate: \$65,216.32 Yearly

Minimum Qualifications:

High school diploma or GED. Must be able to type 30 words per minute. Must be able to work rotating shifts including weekends and holidays.

Test Required: Yes

PLEASE READ AND PRINT THIS JOB POSTING FOR IMPORTANT INFORMATION ABOUT THESE TWO MIAMI-DADE POLICE DEPARTMENT (MDPD) POSITIONS:

Police Dispatcher and Police Complaint Officer, and visit MDPD's website at <http://www.miamidade.gov/police/careers.asp> for detailed job descriptions.

Applicants must take and pass a typing test with a score of 30 net words per minute, and then immediately take and pass a computer-based skills test which will evaluate 911 Call Center job duties; such as the ability to follow verbal and written instructions, decision making, data entry (audio), cross referencing (audio), call summarization (audio), prioritization, and the ability to multi-task by responding to emergency calls. The test takes approximately 45 minutes. Photo identification, such as a driver's license, is required and must be presented to take the computer skills test.

Applicants must apply online at www.miamidade.gov/jobs from Tuesday, November 15, 2016, 2016 through Tuesday, November 29, 2016. Applications must be completed and submitted by 11:59 p.m. on the closing date of this job posting. If you do not receive the auto-generated email, your application has not been submitted, and you must log into e-Jobs again, and click on the submit button before the closing date.

After the job posting closes, applications will be screened for eligibility, and only those who meet the minimum qualifications will be notified via the email address provided in your online employment application of how to obtain the date, time and location for the computer skills test. So, please check your email regularly, including your Junk and Spam inboxes, regarding your test schedule information.

Applicants will be subject to an extensive background check. Those applicants who successfully complete the background investigation will be administered a psychological evaluation to determine suitability and compatibility to perform the basic job functions. As a condition of continued employment, the ability to handle stressful emergency communications will be assessed during the training and probationary period.