



**HIRING PROCESS FOR
REGIONAL COMMUNICATIONS OPERATOR (911)
FREQUENTLY ASKED QUESTIONS (FAQ's)**

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FAQ's	REGIONAL COMMUNICATIONS OPERATOR (911)										
What is a Regional Communications Operator (911)?	A 911 Operator receives emergency, and non-emergency calls from the public to assign and dispatch appropriate fire rescue and/or law enforcement personnel. In this role, you are certified to interrogate callers using pre-determined protocols and provide life-saving instructions. A 911 operator needs to be able to multi-task, have excellent listening and comprehension skills and remain calm while communicating with callers during a crisis.										
What are the minimum requirements for the Regional Communications Operator (911)?	<ul style="list-style-type: none"> • High school diploma or equivalent. Evaluation of a foreign high school diploma may be required. • One year of documented experience and/or training involving clerical, data entry, public contact and/or customer service work preferred. • Experience in a police and/or fire rescue emergency dispatch center, police aide work, explorer program and/or college level course work in criminal justice, telecommunications or related field preferred. • Graduates holding a Department of Health Telecommunicator Certification preferred. • An equivalent combination of education, training and experience may be considered. 										
What is the selection process for the Regional Communications Operator (911)?	<ul style="list-style-type: none"> • Complete online application • CritiCall Assessment Test • Oral interview • Psychological evaluation • Complete background check • Drug and medical examination 										
What is the salary of a Regional Communications Operator (911)?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #004a33; color: white;">POSITION</th> <th style="background-color: #004a33; color: white;">PAY</th> </tr> </thead> <tbody> <tr> <td>Communications Operator I-III</td> <td>\$37,947- \$72,095</td> </tr> <tr> <td>First Line Supervisor</td> <td>\$55,061-\$83,834</td> </tr> <tr> <td>Middle Management</td> <td>\$61,208-\$99,701</td> </tr> <tr> <td>Upper Management</td> <td>\$70,796- \$115,320</td> </tr> </tbody> </table> <p><i>**Salary while in the academy/training \$37,947</i></p>	POSITION	PAY	Communications Operator I-III	\$37,947- \$72,095	First Line Supervisor	\$55,061-\$83,834	Middle Management	\$61,208-\$99,701	Upper Management	\$70,796- \$115,320
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What should I expect in the academy/during training?	<ul style="list-style-type: none"> • You will attend an academy lasting twelve weeks as a trainee. • The academy is held Monday through Friday (during daytime or evening hours) for eight hours per day. • While in the academy, you are encouraged to spend time in the communications center to observe the environment. • There are tests during the academy. A passing score on all tests is required to remain employed. • Following the academy, you will participate in an on-the-job training component. • You must successfully obtain state and federal certifications, as well as all divisionally mandated certifications, for this position during the introductory period. • Once both the academy and the on-the-job training are successfully completed, and the state and federal certification requirements are met, you will assume the position of a Regional Communications Operator. 										
Is there a continued employment requirement for the Regional Communications Operator (911)?	<p>Employees must acquire and maintain active certifications (where applicable) for the following requirements:</p> <ul style="list-style-type: none"> • FCIC/NCIC Terminal Access Certification • Crisis Intervention Team and Work Ethic Courses • IAED Emergency Dispatch Certifications (EFD, EPD, and EMD) • APCO Public Safety Telecommunicator Certification • APCO Fire Service Communications Certification • CPR Certification • ICS 100, 200, 700 Certifications 										

FAQ's	REGIONAL COMMUNICATIONS OPERATOR (911)
<p>What is the schedule of a Regional Communications Operator (911)?</p>	<p>The position of Regional Communications Operator requires SHIFT WORK, with on duty expectations required during holidays, weekends, and during any county-wide emergency declaration (i.e., hurricanes).</p> <p>The shifts consist of three 12 hour days and one six hour day; days off are Thursday/Friday/Saturday or Sunday/Monday/Tuesday. The 12 hour Day Shift hours are 6:45 am - 7:00 pm and the 12 hour Night Shift hours are 6:45 pm - 7:00 am. The six hour Day Shift hours are 6:45 am - 1:00 pm or 1:00 pm - 07:00 pm. The six hour Night Shift hours are 6:45 pm - 1:00 am or 12:45 am - 7:00 am. As a new employee, you will be assigned a trainer, and during training you may have the same schedule as that person. Once training is completed on 911, you will assigned one of the swing shifts of 10:45 am-11 pm on Friday, Saturday, Sunday and Monday 10:45 am-5 pm, OR 12:45 pm - 1 am on Friday, Saturday, Sunday and Monday 1 pm-7 pm until you begin your Radio dispatch training. At that time you will be assigned a trainer and during training you may have the same schedule as that person. Once training is completed your shift and days off may adjust based upon staffing needs and requirements.</p> <p>**For all employees, regular or probationary, no scheduling accommodations can be made for school schedules, part-time jobs, child care or any other reasons.</p> <p>**All employees may be assigned to any shift.</p> <p>**Mandatory overtime will occur.</p>
<p>What benefits do you offer of a Regional Communications Operator (911)?</p>	<p>The Broward Sheriff's Office values the contributions of its certified and civilian employees. The agency's outstanding Benefits Package is one of the ways BSO retains its employees and attracts new personnel to the BSO team.</p> <p>Here's a sampling of typical employee benefits:</p> <ul style="list-style-type: none"> • 10 paid holidays accrued annually, one personal day; one floating holiday accrued annually • Ability to earn up to 100 hours of compensatory time • Incentive pay for completion of Master's degree • Competitive group health insurance program • Florida Retirement System (FRS) • Vested in investment plan after one year of service and in pension plan after eight years of service • Normal retirement at age 65 or after 33 years of completed service • 80 vacation hours and 96 sick hours accrued annually to start • College tuition reimbursement • Fitness facilities and wellness programs • Deferred Compensation Programs • Employee Assistance Program (EAP) • Supplemental pay opportunities available for training officer assignment
<p>How often is there an academy?</p>	<p>There are usually 4 academies scheduled per year. The 2022 academy dates are as follows:</p> <p>January 24, 2022 – April 15, 2022</p> <p>April 25, 2022 – July 15, 2022</p> <p>July 25, 2022 – October 14, 2022</p> <p>October 24, 2022 – January 20, 2023</p>

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