



Dispatcher Testing

The Punta Gorda Police Department will be conducting candidate testing for the position of Public Safety Dispatcher. Upon successful completion of the testing process, candidates will be eligible for consideration for dispatcher positions. The starting annual salary for this position is \$48,297.60.

Application Deadline: Application and all required documents must be received by Human Resources no later than **4:00 p.m. on Friday, November 1, 2024**. Please provide only the specified documents. Candidates who submit an application, but are unable to complete the required testing should contact Human Resources as soon as possible.

The City of Punta Gorda utilizes the following assessment process in determining the qualifications for Dispatcher Candidates:

CritiCall Examination: This examination will be administered virtually and may be taken any time between **Friday, November 8, 2024 and Friday, November 15, 2024**. Candidates will be provided with an invitation to the exam once the application process has closed. The CritiCall examination is comprised of 10 sections: Decision Making, Data Entry, Data Entry (Audio), Call Summarization, Character Comparison, Cross Referencing, Memory Recall (Numeric), Prioritization, Sentence Clarity, and a Personality Test. Candidates must receive a passing score on each of the graded sections to pass the exam. The Decision Making and Personality Test portions are not graded. This exam is meant to ensure basic skills needed for success as a Public Safety Dispatcher, but prior dispatch experience is not necessary.

Dispatcher Eligibility List: Candidates who successfully complete the pre-hire testing process will be placed on the Dispatcher Eligibility List and are not automatically employed. Those candidates who are on the Dispatcher Eligibility List may be considered for a dispatcher position as positions become available. Candidates will remain on the Dispatcher Eligibility List for a period of one year from the date of the assessment.

Job Description: The attached job description contains all of the specifics and requirements for the position of Dispatcher.

The City of Punta Gorda is a Drug Free Workplace, Equal Opportunity Employer, and Veterans' Preference Employer

It is the policy of the City of Punta Gorda to recognize and fulfill its commitment to the community in the area of Equal Employment Opportunity through an affirmative action plan that will increase both the quantity of minorities and females employed; and the level of responsibility of jobs held by minorities and females employed with the City government. The City will not knowingly permit discrimination in hiring, promotion, or other conditions of employment with regard to race, color, creed, religion, national origin, ethnicity, age, sex, gender, pregnancy, sexual orientation, gender identity, genetic information, marital status, veteran status, or disability. Those charged with the daily administration of this policy will

be responsible for guarding against under-utilization of minorities and females with the organization and will work toward the eventual goal of full representation of minorities and females at all levels in the organization. All elements of the selection process shall be job related.