Public Safety Telecommunicators
Staffing the Orange County Sheriff’s Office Communications Center
Public Safety Telecommunicators make up three different positions:

- 911 Call Takers
- Dispatchers
- Teletype Operators
911 Call Takers answer emergency and non-emergency calls for service from the public.
Dispatchers provide information about calls for service to the deputies out on the road.
Teletype Operators receive, enter, and forward messages within the Public Safety Network to aid in criminal apprehension.
Why should you become a Public Safety Telecommunicator?

- Challenging job
- Contribute directly to your community
- Job security
- Great benefits
- Opportunity for advancement
Additional Benefits

- Use of agency gym facilities
- Wellness Coordinator to provide health and fitness assistance
- Tuition reimbursement for college
- Extra pay for 2-year and 4-year degrees
- Shift differential
- Deferred comp program
How do you become a Public Safety Telecommunicator?

You’ve already taken the first step by completing an online application.

The fact that you are here now means that your Recruiter saw something in your file that said, “This person might be a great candidate!”
First Step:

- CritiCall Test

The CritiCall Test is a computer test that simulates what it would be like to work as a Public Safety Telecommunicator.

The test measures your decision making skills and typing speed.
Candidates who do well on the CritiCall test will participate in a number of additional steps:

- Job shadow at the Communications Center
- Panel Interview
- Voice Stress Analysis (similar to a polygraph)
- Full Background Investigation
Job Shadow

- Candidates will have the opportunity to see the Communications Center and get an “up close” look at how the work is done.
- Dress for the Job Shadow is “business casual.” Most people wear dress pants and dress shirt with comfortable shoes.
- You should plan to be there for about 4 hours.

Business Casual Attire
Panel Interview

- Next, candidates will participate in the Panel Interview.
- There are 3 raters and 1 facilitator who takes you to and from the room.
- The facilitator asks you the questions while the raters take notes.
- You may bring a 2-page resume with you.
- Dress for the Panel Interview is formal. Most candidates wear a suit and tie or pantsuit.
- You will be here for approximately 1 hour.
Voice Stress Analysis

- Next, candidates will participate in a Voice Stress Analysis, similar to a polygraph.
- You will bring your completed VSA questionnaire to this appointment.
- An examiner will review the questionnaire with you and ask you a series of questions.
- You will be here for approximately 2 hours.
- Dress for this appointment is business casual.
Background Investigation

- If you are chosen to continue, your file will be given to a Background Investigator for a thorough review.
- You will be asked to provide additional documentation, for example, college transcripts, personal references, etc.
- Providing complete addresses and information will assist the Investigator.
Candidates who do well during all steps may receive a conditional job offer and complete the final steps:

- Psychological Evaluation
- Medical Exam, including drug screen
Psychological Evaluation

- If you receive a conditional job offer, you will have a psychological evaluation by a licensed Psychologist.
- You will complete a group of paper and pencil tests and then have an interview with the psychologist.
- You will be there for about 4 hours.
- Dress for this appointment is business casual.
Medical Exam

- If you are given a conditional job offer, you will also have a medical exam.
- The medical exam for this position is very basic and includes a drug screen.
- You will be there for 1-2 hours.
- Dress for this appointment is business casual.
This sounds like a lot of time and effort for a job. Why?

As the premiere law enforcement agency in Central Florida, the Orange County Sheriff’s Office is highly selective when choosing candidates.

Like many of you, we also live in Orange County. If one of our family members has to call 911, we want only the best to respond!
What can you do to make the process go faster & smoother?

- Keep your appointments.
- Provide accurate and complete information.
- Respond to email and phone requests for information timely.
- Keep your Recruiter informed of any changes in your work, school, or home situation.
Is it worth it?

Many of our employees work their entire careers here and retire with the agency.

Imagine yourself: Making a Difference