



POSITION TITLE: COMMUNICATIONS OFFICER/ DISPATCHER

FULL-TIME AND PART TIME (RELIEF)

HOURLY: \$16.5570 HOURLY

FLSA STATUS: NON-EXEMPT

OPENING DATE: 03/16/2026

CLOSING DATE: OPEN UNTIL FILLED

DRUG FREE WORKPLACE/ EQUAL OPPORTUNITY EMPLOYER

The City of Florida City Police Department is seeking applicants for a full and part-time Communications Officer (C/O Dispatcher) positions. The Communication Officer receives calls on the City's 911 system, both for emergencies and non-emergencies. For non-emergency calls, provides information, answers questions, takes messages, and/or refers caller to appropriate staff; contacts various other departments as needed to resolve problems. For emergency calls, obtains information from callers and determines the appropriate agency to respond; contacts and dispatches appropriate agency; provides agency with information needed to respond and to ensure personnel/officer safety. Position requires constant contact with the public in stressful situations that require the ability to remain calm, think clearly, use good judgment, and have clear, understandable speaking skills.

Essential Job Functions:

Answers 911 emergency phones lines and non-emergency lines; obtains necessary information about emergencies or complaints; directs police officers in the field via two-way radio and relays emergency information and pertinent data.

Operates a Computer Aided Dispatch system (CAD) to maintain accurate dispatch records; transmits relevant information to field officers as requested. Maintains communication logs and records; monitors closed circuit television equipment; updates and maintains various databases in the CAD system; various office duties as assigned by the Supervisor.

Minimum Requirements:

High School Diploma or GED required; related experience with computer aided dispatch systems in a public safety position preferred. General knowledge of office procedures such as filing and records maintenance; typing skills, computer skills in Microsoft Office applications; ability to read, interpret and apply operating manuals and other reference materials.

Must speak clearly and concisely; ability to exercise good judgment and make sound decisions under stress; ability to effectively communicate with and elicit information from distraught and irate citizens; ability to coordinate a number of activities at the same time under intense stress. Must be able to work a variety of shifts as assigned, including days, evenings, nights, weekends and holidays. Must be able to pass background and drug screening. Must be able to sit for long periods with breaks.

Applicants must complete all requirements established by the City of Florida City for employment. This may include, but not limited to, a written examination, typing test, psychological screening to determine suitability for position, polygraph examination, comprehensive background investigation, and drug/alcohol screening test.

Bilingual- English/Spanish preferred.

Part-time employees receive the following employee benefits: Life/ADD Insurance, Florida Retirement System (FRS). Full-time employees will receive the following benefits: Life/ADD insurance, vacation, sick leave, holiday pay, Florida Retirement System (FRS), 100% paid health insurance premium.

HOW TO APPLY:

MUST SUBMIT POLICE DEPARTMENT APPLICATION

(available at Police Department Dispatch window or download at www.floridacityfl.gov/jobs) for consideration.

Submit *completed* Police Department application in a sealed envelope in person or via U.S. mail:

City of Florida City
Attn: Human Resources
404 West Palm Drive
Florida City, Fl 33034
305-247-8221
pdirector@floridacityfl.gov