



CITY OF ST. PETERSBURG, FLORIDA
An Affirmative Action/Equal Opportunity Employer
JOB ANNOUNCEMENT

POSITION - IRC34436

Complaint Writer

DEPARTMENT

Police – Communications Center

CLOSE DATE

Open Until Filled

SALARY

\$33,948 - \$51,764

REQUIREMENTS TO WORK AS A COMPLAINT WRITER IN THE POLICE DEPARTMENT

For this position, a selected candidate will be required to undergo a criminal background check, credit history check, and pre-employment controlled substance screening. Applicants must fully disclose criminal history. Please refer to the St. Petersburg Police Department website for details:

Selection standards

<http://police.stpete.org/employment/communications/communications-forms.html>

Screening Process

<http://police.stpete.org/employment/communications/communications-screening.html>

Applicants must submit a resume with their application to be considered.

Individuals hired by the City as Complaint Writers, as a condition of continued employment, must complete the 911 Public Safety Telecommunicator Program and pass the Florida Certification Exam within eleven and one-half (11-1/2) months of appointment to the position; and must also successfully complete call taker, teletype, and dispatch training within twenty-four (24) months of appointment to the position. This position handles incoming emergency and non-emergency calls on an ACD system using a computer aided dispatch system. Work includes receipt and transmission of radio messages; and dispatching police units to emergency or non-emergency situations throughout the City and surrounding areas. Employees work rotating shifts which cover 24 hours each day and include holidays and weekends.

JOB REQUIREMENTS

Essential Qualifications: Applicants must possess a high school diploma or GED equivalency; must have good oral and written communication skills; must be familiar with computers using a Microsoft Windows operating system; must have excellent customer service skills (at least 6 months experience); must have accurate typing skills; and must be able to effectively multi-task.

IMPORTANT APPLICATION INSTRUCTIONS

For purposes of employment, re-employment, promotion, transfer or demotion, the most qualified applicants will be selected to continue in the hiring process, including an interview with the Division Manager and/or Police Staff and a skills assessment. At this point, any prior criminal records will be verified. A prior criminal record will not necessarily disqualify a selected applicant from employment

The City of St. Petersburg is committed to a Drug Free Workplace and compliance with the Department of Transportation (DOT) drug testing rules. Applicants may be required to successfully complete pre-employment drug testing and/or medical exams.

HOW TO APPLY

Apply online at www.stpete.org/jobs - Select *View Job Postings*. City employees must use the Current City Employee link or use a City computer to access iRecruitment Employee Candidate. The City of St. Petersburg is committed to affirmative action and equal opportunity employment, and encourages individuals with disabilities and veterans to apply for posted positions. In accordance with Chapter 295 of the Florida Statutes, qualified servicemembers/veterans and the spouses/family members of certain servicemembers/veterans receive preference/priority in employment. Eligible applicants are responsible to apply for Veterans' Preference at the time of submission of any job application.