

City of Streetsboro



CIVIL SERVICE COMMISSION

James Demitrus

Todd Mitchell, Chairman

Brian Pearson

ANNOUNCEMENT

OPEN COMPETITIVE EXAMINATION

POLICE DISPATCHER/RECORDS CLERK (FULL-TIME)

The Streetsboro Police Department offers full testing services for the position of Police Dispatcher/Records Clerk through the National Testing Network (NTN). A competitive examination will be offered to establish an eligibility list for the position of full-time Police Dispatcher/Records Clerk

Testing Window: 4/14/2022 - 05/06/2022

To be considered for this position, you must complete a test, go to www.nationaltestingnetwork.com, select "Find jobs", then select **Emergency Communications Jobs and sign up for **Streetsboro Police Department**.**

Testing window: 4/14/2022 - 05/06/2022

National Testing Network is a third party service provider contracted to conduct entry level testing in a standardized, professional environment. Candidates must successfully pass ECOMM National Exam with a minimum score of 70%, must complete Public Safety Self-Assessment (PSSA), The Personal History Questionnaire (PHQ), Typing Test and the Computer Simulations test on National Testing Network, background check, drug screen, polygraph, psychological and medical exams prior to appointment.

When you visit the www.nationaltestingnetwork.com website:

- Complete the NTN registration process and schedule your test.
- Review all information related to the Streetsboro Police Department (Police Dispatcher), including minimum requirements, salary, and benefits.
- Review detailed information about the testing process.
- Review the Frequently Asked Questions and take an online practice test (if desired).

Upon completion of your scheduled exam, scores will be forwarded to Streetsboro Police Department. Candidates who attain a passing score on the entry-level exam will be placed on Streetsboro Police Department's eligibility list. Streetsboro Police Department will contact

Civil Service Commission

555 Frost Road, Suite 100, Streetsboro, OH 44241 P:330.626.4942 F:330.626.6087

www.cityofstreetsboro.com

City of Streetsboro



CIVIL SERVICE COMMISSION

James Demitrus

Todd Mitchell, Chairman

Brian Pearson

candidates on the list and will invite them to participate in further stages of the selection process.

Required for additional credit. Additional Credit: (No more than 20% shall be added to the passing score.) Education Credit: an additional 5% of the applicant's passing grade will be awarded providing the applicant submits proof at the time of application of an Associate's Degree in a related field or 10% for a Bachelor's Degree from an accredited College or University (any field) provided the applicant submits a copy of degree with the original application. Military Service Credit: an additional 20% of the applicant's passing grade will be awarded provided the applicant submits a copy of form DD-214 showing an honorable discharge required with the original application.

National Testing Network does not replace the Streetsboro Police Department's responsibility and decision making in the testing process. All candidate results are provided to Streetsboro Police Department where the final decisions are made.

Benefit Information: The City of Streetsboro offers a comprehensive package of great benefits.

Shift differential – an additional \$0.75 hourly for second and third shifts

Holiday Pay

Longevity Pay – starting at \$0.43 additional per hour after 5 years of service

Yearly Uniform Allowance

Overtime pay on Holidays

Paid time off: 80 hours of vacation after 1 year

144 hours of yearly Holiday time

Earnable Comp time

Sick time

Medical, Dental, Vision and Life Insurance.

Civil Service Commission

555 Frost Road, Suite 100, Streetsboro, OH 44241 P:330.626.4942 F:330.626.6087

www.cityofstreetsboro.com

City of Streetsboro



CIVIL SERVICE COMMISSION

James Demitrus

Todd Mitchell, Chairman

Brian Pearson

Department Overview: The Communications Center has 7 full-time Police Dispatchers/Records Clerk. Staffed 24 hours a day, Dispatchers work an 8-hour shift with days off rotating every 6 weeks. The recently updated Communications Center utilizes the latest technologies to maintain our emergency service responses and community needs.

City Information: The City of Streetsboro has a population of over 16,000 and is just over 24 square miles. Conveniently located in Northern Portage County, several major highways run through the City giving residents easy access to the Ohio Turnpike and I-480 quickly connecting to the Cleveland area.

Job Requirements:

Age: 18 years of age

USA Citizen

High School/GED

Valid Ohio Driver's License

Ability to read/speak English

Ability to type 35 words per minute net total

Vision: Close and distance vision and the ability to adjust focus, depth perception and color vision.

Required Knowledge: Must have basic knowledge of operation and services normally provided by police, fire, water and street departments. Basic knowledge of the community. Working knowledge of office equipment and procedures, business English including spelling and grammar. Skill in reading and understanding complex technical documents written in English such as laws, ordinances, procedures and training manuals, computer print-outs and public safety reports. Skill in observing, remembering, and recalling facts and details such as those contained in oral and written directives, radio communications, and telephone communications. Skill in organizing and analyzing a variety of information and

Civil Service Commission

555 Frost Road, Suite 100, Streetsboro, OH 44241 P:330.626.4942 F:330.626.6087

www.cityofstreetsboro.com

City of Streetsboro



CIVIL SERVICE COMMISSION

James Demitrus

Todd Mitchell, Chairman

Brian Pearson

applying selected knowledge, which will be learned after employment, in order to decide on an appropriate and reasonable course of action. Skill in exercising tact, self-restraint, judgment, and strategy in dealing with a variety of people in various emotional states. Basic map reading skills. The ability to deal tactfully and courteously with the public, agencies, and other employees. The ability to accurately comprehend auditory inputs, particularly those inputs received via telephone and radio transmissions. The ability to perform duties under stress with speed and accuracy. The ability to react immediately and precisely to sudden stimuli. The ability to perform duties under stress with speed and accuracy. The ability to sit continuously for long period in a smoke-free environment with limited exterior windows and minimal breaks. Willingness to accept work assignments for day, night or all-night shifts, weekends, and holidays. Must be able to remain alert during periods of inactivity as well as during routines and times of overload.

Special Requirements: Due to the nature of the job, an employee must be able to be reached via telephone. Must be able to obtain and remain certified in Emergency Medical Dispatching and NCIC/LEADS/CCH developed after employment.

Disqualifications for employment: Felony and Criminal activity disqualifiers. No Felony offenses, no misdemeanor offenses for crimes involving prior drug use, drug abuse, domestic violence or sexual assaults.

Working Conditions: Dispatching takes place in an office setting and can be very stressful at times. The Dispatchers work overtime when needed and, on an emergency basis, cannot be refused. The Dispatcher receives emergency and non-emergency telephone calls and radio traffic, dispatches law enforcement and other emergency response agencies and perform other duties as assigned including but not limited to the following:

Receive calls and dispatch patrol officers

Receive calls and dispatch EMS, fire or other agencies as needed,

Prioritizes calls

Maintain contact with officers for updating and safety

Enter calls and update CAD system

Enter warrants into LEADS/NCIC database

Conduct LEADS and CCH searches as needed

Civil Service Commission

555 Frost Road, Suite 100, Streetsboro, OH 44241 P:330.626.4942 F:330.626.6087

www.cityofstreetsboro.com

City of Streetsboro



CIVIL SERVICE COMMISSION

James Demitrus

Todd Mitchell, Chairman

Brian Pearson

Monitor entrances and security devices

Operate equipment including, 9-1-1 systems, LEADS computer, CAD systems

Communicate with departments and other agencies as needed

The City of Streetsboro is an Equal Opportunity Employer.
By order of the Streetsboro Civil Service Commission
Todd Mitchell, Chairman
Posted April 18, 2022

Civil Service Commission

555 Frost Road, Suite 100, Streetsboro, OH 44241 P:330.626.4942 F:330.626.6087
www.cityofstreetsboro.com