



CITY OF KENT, OHIO

CIVIL SERVICE COMMISSION ■ 930 OVERHOLT RD. ■ KENT, OHIO 44240 ■ 330-678-8101

THE KENT CIVIL SERVICE COMMISSION ANNOUNCES A COMPETITIVE EXAMINATION FOR THE POSITION OF **CLERK-DISPATCHER** (Full-Time and Part-Time)

<u>Written Examination Date:</u>	April 11, 2018
<u>Written Exam Location:</u>	City of Kent Fire Department Training Room 320 S Depeyster St Kent, Ohio 44240
<u>Written Examination Start Time:</u>	6:00 pm
<u>Starting Wage:</u>	\$19.14 Full-Time/ \$17.88 Part-Time

Examination will be used to establish an eligible list to fill vacancies for the position of Clerk-Dispatcher (Full-Time and Part-Time) with the City of Kent Police Department.

Application: Applications and information may be obtained Monday through Friday from 8:00 a.m. to 4:00 at the City of Kent Service Administration Complex's foyer, 930 Overholt Road, Kent, Ohio (at the fork in the road at Cherry and Overholt). Both application and information are also available on the City of Kent's web site:

http://www.kentohio.org/boards/civil_service.asp

Application Deadline: A completed Civil Service application must be submitted by **Thursday March 29, 2018, at 3:00 pm** either in person at the City of Kent Service Administration Complex, 930 Overholt Road, Kent, Ohio, or emailed to **civilservice@kent-ohio.org** *Please note:* that in the event of tie scores on the examination, priority on the eligible list shall be determined by date and time application was filed with the Commission.

Examination Process: The Clerk-Dispatcher examination will consist of two (2) parts. (1) A written test, which includes audio portions, to be administered on **Wednesday April 11, 2018 at 6pm** and (2) an assessment test, which includes typing portions, to be given at a later determined date and time. In order to be considered for the second portion of testing, you must pass the written examination with a minimum passing score of 70%. The examination will measure an applicant's knowledge, skills, and abilities as exemplified in this posting. Only the top scoring candidates will be invited to participate in the assessment center portion of testing that will determine the eligible list for Clerk-Dispatcher. The Clerk-Dispatcher eligible list shall be determined by the scores attained on the examination in conjunction with the results of the assessment center. Top qualifying candidates will receive notification of the time and location of the assessment.

Responsibility: Under general supervision of the shift supervisor and under the functional supervision of the Dispatch Coordinator, receives calls for police, fire, and emergency medical services (EMS); dispatches personnel and equipment according to established procedures; performs clerical and record-keeping functions; provides dispatch assisted CPR and emergency medical dispatching when necessary; and performs other job-related duties as required.

Typical Tasks (Illustrative Only): Receives and screens complaints from citizens requesting police, fire, and emergency medical services assistance and relays information to remote units; elicits necessary information and completes electronic "Call for Service" forms and other computer-aided dispatch operations so that proper dispatching may occur; dispatches, police, fire, EMS services by radio and telephone and Computer-Aided Dispatch equipment; gives information to the public concerning a wide variety of matters; may determine the need for action and/or assign priorities to complaints; contacts other city departments and private agencies such as ambulance services, towing services, and hospitals to obtain required services; contacts other law enforcement, fire, and EMS departments; may send and receive messages on computer networks; operates digital recording equipment, office equipment, and appliances; maintains confidential record system and provides information to authorized persons; monitors other law enforcement and fire agencies; contacts citizens and advises them of matters relating to complaints; performs clerical work related to communications operations and record systems.

Working Conditions: The working environment of a Clerk-Dispatcher includes exposure to conditions generally found in an office setting. The Clerk-Dispatcher works with office equipment such as computers, two-way radio systems, telephones, teletype machines, digital recorders, fax machines, copy machines, and appliances. Within the office setting, the Clerk-Dispatcher must move, lift, and/or retrieve items of standard office use, such as paper by the ream or box, file record storage boxes, and office equipment. The Clerk-Dispatcher will work varied shifts, including days, afternoons, nights, weekends, and holidays.

Necessary Knowledge, Skills, and Abilities: The Clerk-Dispatcher must possess excellent communication skills, which includes the ability to project clear and distinctive speech; to visually and audibly monitor communications equipment; to elicit information from persons who may be distressed and take appropriate dispatching action; to carry out oral and written instructions as directed; to establish and maintain positive working relationships with co-workers, City officials, and the public. The Clerk-Dispatcher must also possess excellent multi-tasking skills which includes the ability to handle numerous phone calls and computer programs simultaneously. The Clerk-Dispatcher must develop a working knowledge of City geography; must be able to learn operating procedures for radio/telephone and call screening for police, fire, and EMS services; must be able to learn to operate and test a variety of communications and related equipment, including the operation and use of personal computers; and must be capable of performing multiple tasks simultaneously. The Clerk-Dispatcher must possess clerical skills to include the ability to effectively use a computer terminal keyboard and to keep accurate records.

Necessary Education, Training, and Experience: A high school diploma or GED equivalent required. Any combination of training and experience which indicates possession of the knowledge, skills, and abilities listed in this posting is desired.

Special Requirements: The Clerk-Dispatcher must fulfill training and certification standards as required, and must be capable of performing light to moderate physical tasks within the office setting.

Essential/Critical Job Functions: The functions specified below are the fundamental job duties which an employee must be able to perform based on supervisory/incumbent interviews relative to: the purpose of the position, the availability of others to perform the function and/or the serious nature of the consequences of not requiring the incumbent to perform the functions.

Physical Requirements: The majority of work is done while sitting with intermittent periods of standing and walking. Requirements include:

- Ability to effectively communicate information both orally and in writing.
- Ability to sit, stand, or walk for extended or intermittent periods of time.
- Ability to listen, comprehend, and respond to discussions involving either one-on-one or group settings.
- Ability to remain alert and watchful during assigned duty hours.
- Ability to transport paperwork or material evidence for short distances which may involve climbing stairs.
- Ability to withstand potential exposure to health hazards.
- Ability to demonstrate and maintain sufficient physical agility to operate job-related equipment which may involve twisting, pushing, pulling, or reaching.
- Ability to demonstrate manual dexterity to perform multiple job functions simultaneously such as note taking and operating radios, telephones, and computer hardware.
- Ability to distinguish frequencies and multiple sound sources.
- Ability to make visual observations sometimes involving color differentiation.

- Ability to satisfactorily pass a complete medical examination as it relates to the essential functions of the position
- Ability to maintain a dependable attendance record.

Mental Requirements: The position involves interviewing and interpersonal skills which demand predominantly accurate and effective information to report on or react to a given situation which may include serious consequences.

- Ability to inspire the trust and confidence of others.
- Ability to make decisions with limited information under stress.
- Ability to cope with and diffuse situations involving angry or difficult people.
- Ability to operate in the absence of clear expectations, precedence, or procedures.
- Ability to concentrate on a given task for extended periods of time.
- Ability to demonstrate reading comprehension levels ranging from basic instruction to technical/legal materials.
- Ability to prioritize workloads while coordinating multiple demands.
- Ability to visualize scenarios when presented as written plans or oral instructions.
- Ability to compare letters, numbers, or patterns quickly and accurately.
- Ability to demonstrate mature judgment and reasoning at all times.

**CITY OF KENT
ESSENTIAL FUNCTIONS
CLERK/DISPATCHER**

1. Provides link between the community and city safety forces by receiving and screening complaints from citizens requesting police, fire and emergency medical services assistance; by providing information to the public on a wide variety of matters; and by relaying information to and dispatching remote units while using established procedures and common sense.
2. Preserves security of the premises by monitoring silent alarm systems for area business establishments, police station parking lots, jail cells and receiving area.
3. Provides historical reference by maintaining and controlling access to confidential records management systems
4. Maintains communication with other communities by transmitting and receiving messages between city departments and other law enforcement and private agencies.
5. Compiles a variety of administrative reports for internal use and external distribution to a variety of agencies

Credit for Military Service: 20% extra credit for an applicant who has completed service in the uniformed services, and has been honorably discharged, or has transferred to the reserve with evidence of satisfactory service, or is a member of the National Guard or a reserve component of the armed forces of the United States who, at the time of the examination, has completed more than 180 days of active duty service pursuant to an executive order of the President of the United States or an act of the Congress of the United States

OR

15% extra credit for any applicant who is a member in good standing of a reserve component of the armed forces of the United States, including the National Guard. The applicant must submit proof that the applicant successfully completed entry-level training.

Extra credit will be added to a composite score only after a passing score has been attained. A copy of the applicant's honorable discharge, the DD-214, or certificate of service **MUST BE SUBMITTED** with the Civil Service Application at the time of applying.

Please note that military status is no longer part of the Civil Service Application. Consequently, if you have military status that qualifies you for additional (extra) credit, you may volunteer this information to the Civil Service Commission. Any records or copies of records you produce to establish this credit will be held by the City of Kent's Human Resources Office until they are no longer needed.

Accommodation for Testing: Persons requesting an accommodation for testing must provide seventy-two (72) hours written notice to the Kent Civil Service Commission to have the request considered.

Special Note: In order to be admitted to the Civil Service Examination applicants must present valid picture identification (such as a driver's license.) Only those applicants that have filed a Kent Civil Service Application with the Civil Service Commission by **Thursday March 29, 2018, at 3:00 pm** will be admitted to participate in the examination.

The City of Kent does not unlawfully discriminate on the basis of race, color, religion, sex, nation origin, ancestry, military status, familial status, disability, gender identity, or sexual orientation in employment.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.

MISSION STATEMENT

The mission of Kent Dispatch is to provide outstanding professional service to the citizens and public safety agencies of the City of Kent and surrounding jurisdictions. We will ensure a safe environment for our police officers and firefighters and provide a vital link between the community and emergency services. We will conduct our duties with integrity and treat all persons with fairness, respect, and dignity. We are...Committed to Excellence. Committed to Community.