

**MIDDLETOWN CIVIL SERVICE COMMISSION
EXAMINATION ANNOUNCEMENT
FOR THE POSITION OF
DISPATCHER**

To establish an Eligible List for the classification of Police/Fire 911 Dispatcher, the Middletown Civil Service Commission will conduct an open competitive examination.

ELIGIBILITY: High School Diploma or GED with experience in public contact work requiring clear and rapid response to inquiries; or any equivalent combination of training and experience that provides the required knowledge, skills, and abilities. (See attached position description).

Dispatchers rotate through three separate shifts: 6:45 a.m. to 2:45 p.m., 2:45 p.m. to 10:45 p.m. and 10:45 p.m. to 6:45 a.m.

APPLICATIONS: Applications will be accepted until 5:00 p.m. Friday, April 21, 2017. Application packets may be obtained from the Human Resources Office, located on the second floor of the City Building, One Donham Plaza, Middletown, Ohio or may be downloaded from the website at <http://www.cityofmiddletown.org/jobs>. No application will be accepted after this deadline. An application form must be filed to be eligible to take the examination. **Please email completed application to karenc@cityofmiddletown.org, fax to 425-7929, or return to Human Resources, City of Middletown, One Donham Plaza, Middletown, Ohio 45042.**

EXAMINATION:

Audio/Written Examination

The audio/written examination will be held Thursday, May 4, 2017 at 6:00 p.m. **All** applicants are to report at 5:45 p.m. to Miami University Middletown, Johnston Hall, Room 142, 4200 East University Blvd., Middletown, Ohio 45042. **Picture I.D. required for admittance to examination.**

SCOPE OF EXAMINATION: The examination will test the abilities and aptitudes of the applicants to perform the duties of Dispatcher.

MINIMUM SCORE: The minimum passing score on the written examination is 70%.

STARTING SALARY: \$33,883 with excellent benefits.

Note: Qualified candidates selected for further processing will complete interview, typing exam, background check, polygraph exams, and a psychological assessment.

Veterans: A copy of your DD214 must be submitted with the application to receive veteran credit.

Equal Opportunity Employer**Drug-free Workplace***

It is the policy of the City of Middletown to make all public examinations accessible to all persons, in accordance with state and/or federal laws. If you have a disability which requires accommodation in order for you to attend and/or participate in this examination, please contact us at 425-7706 or 425-7705 (TDD) at least forty-eight hours prior to the time of the examination to advise us of the need for accommodation, and reasonable efforts shall be made to provide the same.

CITY OF MIDDLETOWN

Position Description

Position Title:	Dispatcher
Department/Division:	Public Safety/Police
Reports To:	Communications Supervisor
Classified or Unclassified:	Classified
Exempt or Non-exempt:	Non-exempt
Union or Non-union:	Union
Salary range:	PC-7
Civil Service Approval:	February 24, 2011

Position Summary

Position requires the prompt and accurate dispatching of police and fire units by means of radio and computer. Additional job functions include processing requests for assistance and information from citizens and City personnel, both in person and by telephone, handling 911 calls, typing, filing, condensing reports, and other tasks. The work is performed in conjunction with the activities of other dispatchers with no close supervision. It requires the exercise of initiative, sound judgment, the ability to work in a team setting, and the ability to cope with stress.

Position Qualifications

1. High School Diploma or GED, and some experience in public contact work requiring clear and rapid response to inquiries; or any equivalent combination of training and experience that provides the following knowledge, skills and abilities:
 - a. Some knowledge of the geography of the City.
 - b. Ability to learn within a reasonable period of time the principles and practices of police and fire dispatching.
 - c. Ability to spell, sort, and file, and use correct grammar in written and oral communications.
 - d. Ability to think clearly and quickly under emergency conditions.
 - e. Ability to give and follow oral and written instructions.
 - f. Ability to coordinate the activities of police and fire units.

- g. Ability to establish and maintain effective working relationships with others.
- h. Ability to speak clearly and concisely.
- i. Ability to remain at a fixed post without scheduled breaks for extended periods of time.
- j. Ability to work as a team member in a team setting.
- k. Ability to take and process monies for fines, bonds, and inmates.
- l. Ability to achieve and maintain any required certifications.
- m. Skill in the operation of radio transmitting and receiving equipment.
- n. Skill in rapid data entry and keyboard use.

Duties and Responsibilities (For Performance Appraisal)

1. Operate communication equipment (telephone console, radio and computer) to receive and respond appropriately to incoming calls for assistance and requests for service, information, and referrals.
2. Question caller to determine the nature of the problem; determine (following established guidelines) the type and number of personnel and equipment needed.
3. Dispatch and otherwise communicate with police units, fire units, and other personnel and equipment using two-way radio and computer.
4. Input data into computer system; monitor computer screens to determine units available; update information as needed.
5. Type information on a computer keyboard to update files and maintain logs.
6. Receive information from citizens and complete accurate incident reports and other forms based on that information.
7. Provide emergency medical pre-arrival instructions to caller.
8. Activate alarm systems to notify fire stations.
9. May be assigned the additional duties of LEADS TAC.
10. Perform related work as required by supervision.