



Civil Service Commission

COMMUNICATIONS OPERATOR
(911 Dispatcher)

The Springfield Civil Service Commission announces an OPEN-COMPETITIVE examination for the CLASSIFIED position of COMMUNICATIONS OPERATOR, also known as a 911 Dispatcher. Application materials may be downloaded at www.springfieldohio.gov. Submit original applications with resumes, no faxed or emailed documents are accepted.

- LAST DATE FOR FILING APPLICATION: October 14, Before 5:00 PM
PLACE OF FILING APPLICATION: Personnel Department, 3rd Floor, City Hall
76 E. High St., Springfield, OH 45502
PAY RANGE: \$15.50 - \$20.82 per hour
DATE, TIME & PLACE OF EXAMINATION: Wednesday, October 19, 2016 at 5:30pm
Clark State Community College, Brinkman Center
Seminar Room 405 (4th Floor, right off elevator down hall on left)
100 South Limestone Street, Springfield OH
\*Bring Drivers License for Identification
EXAMINATION CUT-OFF SCORE: 70%

TESTING PROCESS: The testing process for this position will be accomplished in two steps. The first step will involve a written, basic skills test. The cut-off score on this test will be 70%. Those candidates achieving the cut-off score will be scheduled to participate in the second step, a typing skills test. Candidates will be required to type at 40 Net Words per Minute to pass this second step. All candidates achieving passing scores on the written and typing tests will be placed on the eligible list for this position classification. The score on the written exam will serve to rank all candidates on the list.

This position involves emergency dispatch services for the Springfield Police and Fire/Rescue Divisions, and involves dispatching units in response for calls for service. This position also involves computer communications work involving various radio, teletype, telephone, computer and record-keeping tasks. This position requires the ability to work any shift assignment (day, evening, night) and the ability to work holidays, weekends and mandatory overtime, as required.

APPLICANTS MUST POSSESS: High School education or equivalent with some college level coursework preferred. Requires the ability to operate a two-way radio, teletype, computer terminal and tape recorder and to type 40 Net Words per Minute. Requires excellent hearing and eyesight and the ability to speak clearly, to read maps and remember street locations, to remain calm in emergency situations and work under stressful conditions; to elicit correct and complete information from excited callers, to assimilate a variety of information and prioritize work accordingly, and to keep, store, and retrieve accurate records.

CREDIT FOR MILITARY SERVICE: Applicants who have been Honorably Discharged from Active Duty in the Armed Forces of the United States are eligible to receive an additional credit of their cumulative passing score. Proof (i.e. a copy of the Honorable Discharge certificate or the DD-214 specifying an Honorable Discharge) must be submitted with the application. NO CREDIT WILL BE GIVEN IF PROOF IS SUBMITTED AFTER THE FILING DEADLINE.

Natalie Payton (handwritten signature)

Natalie Payton - Personnel Analyst

10/03/2016