

# EXAMINATION ANNOUNCEMENT

**EMERGENCY DISPATCH TECHNICIAN/  
911 TELECOMMUNICATOR  
PART-TIME AND/OR FULL-TIME  
YOUNGSTOWN POLICE DEPARTMENT**

**EXAMINATION DATE**  
AUGUST 19, 2017

**HOURLY WAGE**  
PART-TIME \$13.50 hourly  
FULL-TIME \$13.50 hourly

**APPLICATIONS ACCEPTED FROM AUGUST 7, 2017 THROUGH AUGUST 17, 2017**

**GENERAL DUTIES:** The employee in this position responds to a variety of emergency and other calls that require alertness, tact, sensitivity, concern to the caller's situation, and good judgment during prolonged periods in a stressful work situation. **The duties include the following:** answers 911 calls for service, handles citizen complaints, accurately enters all information received into the computer aided dispatch system via computer terminal, accurately dispatches information to Police and Fire personnel via a two way radio system. Must be able to forward information to appropriate agencies, Police and Fire departments, the National Weather Service, and other governmental agencies, via radio, telephone, computer, or fax machine accurately and rapidly during times of crisis. Must be able to record and transcribe numbers and other information rapidly and accurately. Obtains information from individuals and uses this information to generate a new Police Offense Report by entering the information via computer into the Police Departments offense reporting system. Will be required to testify in court as needed, concerning the Police reports they have generated and all other matters involving their duties while employed by the City of Youngstown.

**DESIRABLE QUALIFICATIONS:** Must possess a high school diploma or GED certificate. University level or Technical school course completion in Criminal Justice, computer operation, and data entry procedures considered a positive attribute. Must have the ability to understand and follow moderately complex oral and written instructions, and understand and attain proficiency with Computer Aided Dispatch software programs. Must have the ability to maintain pleasant and courteous vocal tones, and work calmly and tactfully under emergency and high-call volume working conditions. **Will be required to work varied shifts, holidays and weekends. All candidates for employment with the City of Youngstown must be a resident of Mahoning County or an Ohio County that is adjacent to Mahoning County at time of hire.** Must have the ability to pass and maintain certification to operate the OHIO L.E.A.D.S. computer system used to obtain information on vehicle registrations and warrant verification on various individuals as well as other information, including missing persons.

Applicants who pass the written examination may be required to participate in a practical test to determine their keyboard and/or personal computer proficiency. This practical testing will be considered a part of the job interview process. Applicants must be able to work independently and accurately at a speed of 5,000 keystrokes per hour.

**Applicants shall be required to submit to and pass a truth verification test, (voice stress analysis, polygraph or other scientific process) drug test, Psychological test and a robust background investigation.**

**PLEASE SEE REVERSE SIDE**

**ALL APPLICANTS MUST SHOW SOME FORM OF PHOTO-IDENTIFICATION (driver's license, for example) AT THE EXAMINATION CHECK-IN.**

**CALCULATORS MAY BE USED**

**BONUS POINTS WILL BE ADDED TO PASSING SCORES (70%) ON THE FOLLOWING BASIS:**

- 20% - MILITARY** (DD-214 showing 180 days' consecutive active duty service and proof of honorable discharge required)
- 15% - PROOF OF CITY RESIDENCY** (Submit four (4) different proofs of residency from one (1) year ago and four (4) different current proofs of residency – total of 8)
- 10% - GRADUATE WITH A B.S. /B.A. FROM A COLLEGE/UNIVERSITY** (Original sealed College Transcript Required)
- 10%- Nena/APCO Basic Telecommunicator certification**
- 10%- Completion of Ohio Peace Officer Training Course**
- 10%- Completion of Ohio Basic Fire Fighting course (200 + hours)**

**THE MAXIMUM TOTAL BONUS PERCENTAGE THAT MAY BE EARNED BY AN APPLICANT IS 20%.**

All bonus point documentation (DD-214, Nena/APCO certificate, etc.) must be submitted at the Civil Service Commission Office when the examination application is filed.

**APPLICATION PERIOD:** Applications will be accepted at the Youngstown Civil Service Commission Office 7th floor, City Hall, Youngstown, Ohio from August 7, 2017 through August 17, 2017. Business Hours: Monday through Friday from 8:00 a.m. to 4:00 p.m.

The written exam will be given on Saturday, August 19, 2017, at the Choffin Career and Technical Center, 200 E. Wood St. Youngstown, Ohio starting at 10:00 a.m. (Applicants must file an application prior to the close of the application period at the Youngstown Civil Service Office in order to be eligible for the examination).

\*\*\*\*\*As provided for in Youngstown City Ordinance ORD-11-244 and in accordance with the City of Youngstown Charter, Section 52 (E) any candidate who is a bona fide resident of the City of Youngstown for at least one year immediately prior to an entry level examination and remains a resident citizen of the City of Youngstown throughout the selection process, as determined by the Civil Service Commission, at the time of filing his or her application for examination, shall, if a passing grade is attained, have a credit of fifteen percent (15%) added to his or her raw score. The Applicant must show proof of residency by providing the following: Driver's License, Bank Statements, Utility Bills, Mortgage Release/Lease, and/or Insurance Statements. In order to be considered applicants must submit four (4) different proofs of residency from one (1) year ago and four (4) current proofs of residency (**Total of 8**)