

EXAMINATION ANNOUNCEMENT

PUBLIC SAFETY SERVICES DISPATCH SUPERVISOR POLICE DEPARTMENT- E911

EXAMINATION DATE
MAY 22, 2010

ANNUAL WAGE
\$38,708.02

APPLICATIONS ACCEPTED FROM MAY 10, 2010 THROUGH MAY 20, 2010

GENERAL DUTIES: The employee in this position will supervise and coordinate the various activities performed by the E-911 telecommunicators. The duties include the following: schedules and assigns E-911 telecommunicators to provide an adequate work force at all times; must have the ability to take charge of conversations and to make correct and timely decisions under emergency and high volume working conditions; will be directly involved in new and continuing training of E-911 communicators. The E-911 Supervisor should be totally familiar with the operation and functioning of all equipment in the 911 Center, and will be subject to testing, during the probationary period, to measure such knowledge.

QUALIFICATIONS: Thorough knowledge of the rules and regulations, and practices and procedures, of a modern E-911 system. Previous E-911 supervisory experience is desirable. Previous experience in Law Enforcement or Fire Fighting is considered desirable. Must have good working knowledge of Microsoft Excel and Word software programs. Must possess adequate computer keyboard data entry skills. Must be able to pass and maintain law enforcement agency data system (L.E.A.D.S.) certification within three months of employment. Must be able to speak clearly and distinctively with the appropriate use of pauses, emphasis and pronunciation. Must be able to record, compare, and transcribe words, numbers and other information legibly, rapidly, and accurately. Must be able to multi – task and memorize information and apply recall, to assist in effective execution of a number of activities in simultaneous manner. **NOTE:** *Applicants may be required to pass a **keystroke test, polygraph test, drug test, psychological test, medical examination and background investigation; applicants must be available to work weekends and holidays; hours of work and shifts will vary.***

EXAMINATION BONUS POINTS: Applicants must achieve at least a passing score (70%) to be eligible for any examination bonus credit:

- 1% -10% Each full year of E-911 Telecom munication/Police and Fire Dispatch experience (Each full year is equivalent to 2080 hours) (Applicant must submit proof of experience -- e.g. Letter from previous employer documenting work experience, dates of employment, and actual hours worked.)
- 10% 240-Hour Firefighter II Certification/Ohio Peace Officers Training Academy OPOA Certificate (Applicant must submit proof of certification.)
- 10% Telecommunicator Training Instructors Certificate (with a minimum of 40 hours Classroom instruction - for example, APCO 40-Hour Basic Telecommunicator Course (Applicant must submit proof of valid and current certification.)
- 20% Honorably Discharged Veterans - (DD-214 showing 180 days' consecutive active duty service and proof of honorable discharge required)

PROOF OF BONUS POINT ELIGIBILITY MUST BE SUBMITTED BY THE CLOSE OF THE APPLICATION PERIOD. The maximum total bonus percentage attainable by an applicant is 20% of the applicant's passing score. **ALL APPLICANTS MUST SHOW SOME FORM OF PHOTO-IDENTIFICATION (driver's license, for example) AT EXAMINATION CHECK-IN.**

CALCULATORS MAY BE USED-Applicants will not be permitted to use a cell phone calculator.

APPLICATION PERIOD: Applications will be accepted at the Youngstown Civil Service Commission Office, 7th floor, City Hall, Youngstown, Ohio, 44503, from May 10, 2010 through May 20, 2010. **Business Hours:** Monday through Friday from 8:00 a.m. to 4:00 p.m.

The written exam will be given on Saturday, May 22, 2010, at the Choffin Career and Technical Center, 200 E. Wood Street, Youngstown, Ohio, starting at 10:00 a.m.