



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: April 27, 2018, 5:00 PM *Applications that are mailed must be postmarked by April 27th to be considered.

PLACE OF FILING APPLICATION: Personnel Department, 3rd Floor, City Hall
76 E. High St., Springfield, OH 45502

PAY RANGE: \$17.09 - \$21.88 per hour *Plus excellent benefits

DATE, TIME & PLACE OF EXAMINATION: TO BE ANNOUNCED - All applicants will be sent an exam notice
*If you provide an email address the exam notice will be emailed

EXAMINATION CUT-OFF SCORE: 70%

TESTING PROCESS: The testing process for this position will be accomplished in multiple 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 multi-tasking computer based skills test. All candidates achieving passing scores on the written and computer-based skills 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. Finalist may be required to participate in a polygraph and investigational background check.

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. 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

04/09/2018