



CITY OF PICKERINGTON

EMPLOYMENT TESTING ANNOUNCEMENT

Public Safety Dispatcher I
\$23.09 - \$24.98 per hour

FORMS INCLUDED IN THIS PACKET

Testing Announcement
Recruitment Process
Position Description

Please read all information included within this testing announcement.

City of Pickerington Police Department is currently hiring to fill 1 (one) Public Safety Dispatcher position
Interested and qualified candidates are encouraged to apply

Applicants must register to take the Public Safety Dispatcher entrance exam through the National Testing Network, Inc. (NTN) in order to establish an eligibility list for this position.
The deadline to test is December 30, 2022.

Minimum Qualifications: Applicants are required to have a high school diploma or GED;
*LEADS/CCH certification; *CPR/AED certification; Public Safety Telecommunications Best Practices for Missing and Abducted Children; *NIMS: IS-100, IS-100 LE, IS-200; IS-700; IS-704;
*Notary Public; Excellent Communication & Multi-Tasking Skills; Ability to respond quickly and appropriately under stress in emergency situations; and Ability to type 45+ WPM. You must be able to speak, read and write the English language. You must be able to hear.
****Indicates developed after employment.***

To Test: Enter into the hiring process by registering for testing at www.nationaltestingnetwork.com by designating City of Pickerington as a reporting agency for test scores. If you have taken the exam within one year of the recruitment deadline date, have NTN send us your score. Testing is also offered online. Virtual testing FAQ's can be found on the NTN website or by visiting the link below and selecting 'virtual testing' when selecting your exam location. **Only candidates who test by December 30, 2022, will be considered.** EOE/ADA

Date Posted: 12/2/2022

Director, Human Resources, Stephanie Albanese
City of Pickerington • 100 Lockville Road • Pickerington, Ohio 43147
(614) 837-3974 • Fax (614) 833-2210 • www.pickerington.net



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PICKERINGTON

Public Safety Dispatcher Recruitment Process

Step 1

Testing Phase – Even when the City of Pickerington is not actively recruiting police dispatchers to fill vacancies, pre-requisite police dispatcher testing is routinely and continuously offered through the National Testing Network (NTN). Successful completion of these entry level tests are the mandatory first step in the Pickerington recruitment process.

Recruitment requirements:

1. Your Emergency Communications exam must be completed through the National Testing Network (NTN).
<https://www.nationaltestingnetwork.com/publicsafetyjobs/index.cfm>
2. You must designate the City of Pickerington as a reporting agency for test scores.
3. You must be able to speak, read, and write the English language.
4. You must be able to hear.
5. You must be able to keyboard at least 45 words per minute.
6. Candidates who do not meet the minimum requirements will not be considered.
**further requirements are contained within the job description*

Step 2

Position Vacancy Announcement – The City of Pickerington announces it is actively recruiting police dispatcher candidates. Interested candidates will be given a recruitment deadline to submit for testing through the NTN. All candidates who have successfully completed Testing through NTN within 12 months from the recruitment date and who have named the City of Pickerington as a reporting agency will be considered.

The City of Pickerington is an equal opportunity employer. No personnel decisions concerning any term or condition of employment shall be unlawfully based upon race, color, ancestry, religion, sex, national origin, age, military or veteran status, disability, pregnancy, sexual



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identity or orientation, transgender status, genetic information, marital status or any other status protected by federal, state, or local law or regulation.

In order to progress to Step 3, the candidate must successfully complete Step 2.

Step 3

Candidate Selection – The top ten ranked candidates from NTN testing pool will be selected to continue in the recruitment process provided they:

- Identify the City of Pickerington as a reporting agency when they test for the Emergency Communications exam through National Testing Network.
- Successfully complete all portions of the written exam.
- Have taken the exam within one year of the recruitment deadline date.

Candidates must successfully complete Step 3 before progressing to Step 4 in this process.

Step 4

Oral Review Board – Candidates who pass Step 3 of the hiring process will be invited to an Oral Review Board. This will be a panel of three to four professionals from the Pickerington Police and Human Resources department.

To be admitted to the Oral Review Board, a candidate must produce a copy of both:

- Valid Driver's License (photocopy)
- High School Diploma or GED (photocopy)

Oral Review Board members will question the candidate on practical and/or probable situations. Candidates who pass this step will have their written and oral board scores averaged and be re-ranked on the basis of their weighted scores. The top 5 candidates will proceed to the background investigation and the remaining candidates will be held in abeyance.

To progress to Step 5, the candidate must successfully complete Step 4.

Step 5

Personal History Questionnaire - The top 5 candidates from Step 5 will receive a Personal History Questionnaire. The Personal History Questionnaire must be completed and submitted



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by an assigned date. Failure to fully complete the Personal History Questionnaire, or submit by the assigned deadline, will result in the candidate's disqualification from the hiring process.

Background Investigation - A thorough investigation of your background and history will be conducted to determine your suitability for employment.

Police officers will conduct interviews with and not limited to; family members, friends, neighbors, present and past employers, school officials, physicians and law enforcement agencies.

In order to progress to Step 6, the candidate must successfully complete Step 5.

Step 6

Chief Interview - The Chief of Police will interview and consider the three (3) highest-ranking candidates of those who successfully complete the background process* and will select one of

those three (3) candidates. If multiple vacancies exist, the Chief of Police will interview the required number of candidates necessary to fill the multiple vacancies and consider said number of candidates for selection in a manner consistent with the following illustration:

Candidates 1, 2, and 3 from the eligibility list are considered for the first vacant position; candidate 2 is selected for said vacant position; candidate 1, 3, and 4 are then

considered for the second vacant position; candidate 1 is selected for said vacant position; candidates 3, 4, and 5 are then considered for the third vacant position; candidate 5 is selected.

*Note: In the event a vacancy becomes available when less than 3 candidates remain on the eligibility list; a new recruitment and selection process will be initiated.

Step 7

Conditional Offer of Employment - Candidates selected for available vacancies in accordance with the procedures identified in this document, will be extended a conditional offer of



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employment and, at that time, be advised that they will be appointed based on the condition that they pass a physical examination and drug test.

Step 8

Medical Examination & Drug Screen - A licensed physician will conduct a complete medical examination to determine fitness to perform the essential job functions for the desired position.

Step 9

Appointment - Candidates who successfully complete all phases of the hiring process may be appointed as a Pickerington Police Dispatcher. Candidates who successfully progress through the process will be notified by email of future testing or reporting dates and times. Candidates who fail to successfully complete a phase of the process will be notified by mail and email of their disqualification.



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POSITION DESCRIPTION

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Dept.:	Police	Position Title:	Public Safety Dispatcher I
Reports to:	Public Safety Dispatcher II	Employment Status:	Full-time, Regular
Class #:	6101	FLSA Status:	Non-exempt
		Civil Service Status:	Classified

GENERAL DESCRIPTION: Under general supervision of Public Safety Dispatch Supervisor and direct supervision of the Public Safety Dispatcher II, responsible for obtaining and delivering information in a timely manner, as needed, for the safety and security of the community. Receives incoming calls for service via 9-1-1 emergency lines, business lines, as well as radio transmissions and lobby walk-ins. Responsible for prioritizing and dispatching the appropriate personnel (police and fire) to the proper locations to aid the public.

QUALIFICATIONS: An example of acceptable qualifications:
High school diploma or completion of equivalent (G.E.D).

LICENSURE OR CERTIFICATION REQUIREMENTS: (*indicates developed after employment)
*LEADS/CCH Certification; CPR/AED Certification; *Public Safety Telecommunications Best Practices for Missing and Abducted Children; *NIMS: IS-100, IS-100 LE, IS-200, IS-700, IS-704; *Notary Public; Emergency Medical Dispatch Certification (optional). *Must be able to obtain and maintain CPR/AED certification through American Red Cross (or equivalent), per City policy.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:
Personal computer (including software/applications), miscellaneous office equipment; police dispatching equipment; two-way radio operations; LEADS; TDD; recording devices, building security cameras.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
Exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); works in conditions requiring long periods of sitting and computer work that may cause problems and/or irritate back, neck, and wrists; employee is often required to walk, use hands and fingers to feel, handle or operate objects, tools, or controls and to reach with hands and arms; specific vision abilities required by this job include close vision and the ability to focus; is exposed to possible injury from extremely noisy conditions above 85db (e.g., gunfire, etc.); has contact with potentially violent or emotionally distraught persons; may require employee to work flexible schedule including second and/or third shift (which may contribute to abnormal sleep patterns), evenings, weekends, and holidays.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work. Work is primarily performed in an office setting.

In cases of emergency, unpredictable situations, and/or department needs, may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.



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Position Title: Public Safety Dispatcher I

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- 60% (1) Record and monitor all calls for police in Computer Aided Dispatch (CAD) System and dispatch proper personnel via radio. Interpret and transmit important information from 9-1-1 equipment to emergency personnel or to proper jurisdiction when misrouted. Monitor various radio frequencies for transmissions. Give potential, lifesaving instructions to, sometimes distraught callers over the telephone. Operate/query state regulated computer terminal (LEADS) for information on vehicles and persons per Officer's request; including making entries (i.e. wanted/ missing people, stolen/impounded vehicles; criminal histories and sending messages to other agencies regarding sensitive law enforcement information). Maintain warrant logs as needed; respond to Community and Public requests regarding special events and routine questions (i.e. driving directions/road conditions, telephone numbers, fingerprint inquiries, etc.). Maintain needed forms and logs for vehicle impounds, adult and juvenile ticket and charge log, traffic cone log, and resident vacation checks. Assist Clerk of Court in collecting bond/fines and issue receipts. Gather, copy, stamp and prepare court packets for arrestees. Prepare the daily tickets for Court Clerk and prepare affidavits/personal recognizance bonds and notarize documents as needed. Assist outside agencies by sending back-up emergency personnel when requested; query and relay business/residence information from CAD system.
- 35% (2) During high risk situations, notify the appropriate supervisor and any special units requested by the on-scene OIC, in addition to maintaining regular shift duties. Attend meetings, conferences and training seminars as needed and approved. May perform additional clerical and/or reception duties, including but not limited to notifying officers of changes in the court schedule, completing and distributing extra patrol forms, print daily logs, make copies and distribute reports as needed, load important address information into the records management system.
- (3) Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

- 5% (4) Performs other job related duties as necessary.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: *City and departmental goals, objectives, and functions; *local geographic area; management and supervisory principles; public relations; *public safety radio dispatching procedures (and FCC laws); *law enforcement procedures and methods; office management and standard office practices.

Skill in: computer operation (including software/applications such as Microsoft Office, database management, *LEADS, *TDD, *other department specific software, *digital recording software, etc.); typing speed 45+ wpm; use of modern office equipment; interpersonal communication; organization and time management; spelling, grammar, and mathematics; *two-way radio operations.

Developed by:

Date Adopted: _____

Clemans, Nelson & Associates, Inc.

Date Revised: _____

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Ability to: multi-task efficiently, read, analyze, and understand various directives and regulations, and assemble related data; define problems, collect data, establish facts, and draw valid conclusions; apply principles to solve practical problems; deal with variety of variables in unfamiliar context; perform simple mathematical calculations; understand most difficult classes of concepts; exercise independent judgment and discretion; understand, interpret, and apply laws, rules, or regulations to specific situations; select most qualified applicant according to specifications for referral; determine material and equipment needs; communicate effectively, and develop and maintain effective working relationships with employees, coworkers, department heads, officials, and general public; prepare simple reports; use proper research methods in gathering data; travel to and gain access to work site.

POSITIONS DIRECTLY SUPERVISED:

None.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent.

Developed by:

Date Adopted: _____

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