

SAFETY FORCES DISPATCHER

Public notice is hereby given of an open competitive examination to establish an eligible list for the position of Safety Forces Dispatcher in the City of Parma.

FILING OF APPLICATION

Application must be made on the regular application form obtainable at the office of the Parma Civil Service Commission. Your application must be filled out and filed with the Commission by Thursday June 1, 2017 by 4:30 p.m. **There is a \$15.00 non refundable fee to take the written exam. Said fee is due upon filing application (payable in cash or money order made out to the City of Parma –NO PERSONAL CHECKS). Said fee will be waived with proof of financial hardship.**

EXAMINATION

TIME: 5:00 p.m. (in the evening) on Monday June 5, 2017.
PLACE: Parma Senior High School, Red Rees Room 5311 Longwood, Parma, Ohio.
Lot located off Longwood Avenue.

TYPE OF EXAM This is a two part exam. The written/audio exam is a multiple choice exam: passing point of 70% will be used. 911 simulation exam is strictly pass/fail. **Candidates will be placed on the eligible list conditional to passing ALL parts of the testing process.**

MINIMUM REQUIREMENTS FOR ENTRANCE TO THE EXAMINATION

EXPERIENCE: See Job Description.
CITIZENSHIP: Must be a United States citizen or be in the United States legally.
SECURITY: Job offer conditional to passing Bureau of Criminal Investigation (BCI) and local background check. Candidate will be required to pass polygraph exam.
SALARY: Step 1 \$34,571.60; Step 2 \$39,345.32; Step 3 \$41,357.69; Step 4 \$43,326.13; Step 5 \$45,434.16
NOTE: **Vacation and starting salary for successful candidates with immediate prior service as a Public Safety Dispatcher will be increased based on prior service.**

EXTRA CREDIT

VETERAN'S CREDIT Veterans providing COPY OF HONORABLE OR UNDER HONORABLE CONDITIONS DISCHARGE PAPERS OR CERTIFICATE OF SERVICE when filing their application shall receive an additional **20%** of their score provided they receive a passing grade of 70% or better on the written/audio exam.

EDUCATION CREDIT Candidates providing a COPY OF BACHELOR DEGREE FROM AN ACCREDITED COLLEGE shall receive an additional **20%** of their score provided they receive a passing grade of 70% or better on the exams.
Candidates providing a COPY OF ASSOCIATE DEGREE FROM AN ACCREDITED COLLEGE shall receive an additional **10%** of their score provided they receive a passing grade of 70% or better on the exams.

DISPATCHER A **20%** bonus will be added to an Applicant's score from the written exam for an Applicant who has been employed for 4 or more years as a Safety Forces Dispatcher (full or part-time), with at least 60 days of said employment having been within the 12 months immediately prior to June 5, 2017, provided they receive a passing grade of 70% or better on the exams. However, no bonus will be awarded for any Applicant who was discharged for cause from a position as a Safety Forces Dispatcher.

A **10%** bonus will be added to an Applicant's score from the written exam for an Applicant who has been employed for 2 or 3 years as a Safety Forces Dispatcher (full or part-time), with at least 60 days of said employment having been within the 12 months prior to June 5, 2017, provided they receive a passing grade of 70% or better on exams. However, no bonus will be awarded for any Applicant who was discharged for cause from a position as a Safety Forces Dispatcher.

Candidates providing a copy of **Emergency Medical Dispatcher certification** shall receive an additional **5%** of their score provided they receive a passing grade of 70% or better on the exams.

Candidates providing a copy of **911 certification** shall receive an additional **5%** of their score provided they receive a passing grade of 70% or better on the exams.

**THE MAXIMUM NOT ACCUMULTIVE TOTAL CREDIT SHALL BE 20% OF A CANDIDATE'S
PASSING SCORE**

Reasonable accommodation is available to all applicants. If you have a disability that needs to be accommodated, please contact the Civil Service Commission Office - 440-885-8060.

By order of the Parma Civil Service Commission
John L. Thomas, Jr., Chairman
Timothy Boyko
Daniel Hoffman
An Equal Opportunity Employer

TO ALL CANDIDATES FOR HIRE WITH THE CITY OF PARMA

In an effort to create/maintain an exemplary work force, the City of Parma will conduct a Background Check on all candidates for hire including a polygraph test. If, as a result of such Background Check and/or polygraph test, certain information is received, it will serve as basis for disqualification of that candidate.

A candidate **MAY BE DISQUALIFIED** if the Background Check and/or Polygraph test reveals a finding, by review of the Bureau of Motor Vehicles report that the applicant is an **UNACCEPTABLE DRIVER**.

* Classification as an UNACCEPTABLE DRIVER; defined as one who, during the previous five (5) year period, has received:

1. A conviction for one (1) of the following {or a second conviction ever}:
 - Drag racing.
 - Driving while under the influence of alcohol or drugs.
 - Vehicular homicide.
 - Leaving the scene of an accident.
 - Willfully eluding or fleeing a police officer after a traffic violation.
 - Driving under suspension.
 - Failure to maintain Financial Responsibility (insurance).
2. Two (2) or more chargeable or "at fault" accidents, the nature and severity of the accident to be taken into account.
3. Three (3) moving violations for which a total of six (6) or more points were received.
4. Any combination of one (1) chargeable or "at fault" accident and two (2) moving violations.

DISCOVERY OF ONE OR MORE OF THE FOLLOWING WILL RESULT IN IMMEDIATE DISQUALIFICATION:

1. **CONVICTION OF :**
 - A FELONY in the State of Ohio, or an offense in another state that would be a felony if committed in the State of Ohio.
 - Any offense involving MORAL TURPITUDE.
 - A SEX CRIME (as defined by ORC 2907 or Parma Codified Ord. 666).
Examples (but not limited to):
 - ✓ Unlawful sexual conduct with a minor.
 - ✓ Sexual Imposition.
 - ✓ Public Indecency.
 - ✓ Voyeurism.
 - ✓ Procuring.
 - ✓ Solicitation.

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DISPATCHER / CORRECTIONS

Disqualification Criteria / page 2.

- ✓ Loitering to engage in solicitation.
 - ✓ Prostitution.
 - ✓ Exposing juveniles to harmful materials.
 - ✓ Deception to obtain matter harmful to juveniles.
- CONTRIBUTING TO THE DELINQUENCY OF A MINOR.
 - PROVIDING FIREARMS TO A MINOR.
 - An offense involving the unlawful use, sale, manufacture, production or possession of a controlled substance.
 - An offense involving the unlawful use, sale, manufacture, production or possession of prescription drugs.
 - DOMESTIC VIOLENCE or related offenses.
 - ASSAULT or other act of physical violence.
 - OBSTRUCTING JUSTICE.
 - OBSTRUCTING OFFICIAL BUSINESS.
 - RESISTING ARREST.
 - DESTRUCTION OR DAMAGE TO PRIVATE PROPERTY.
 - ILLEGAL USE/INVOLVEMENT WITH FIREARMS.
 - INDUCING PANIC.
 - IMPERSONATING AN OFFICER/FIREFIGHTER.
 - MISCONDUCT AT AN EMERGENCY.
 - FRAUD.
 - SECOND OFFENSE OF USE OF FIREWORKS.
 - TELEPHONE HARASSMENT.
 - FILING FALSE POLICE REPORT.
 - THEFT.
 - MENACING.
 - RECEIVING STOLEN PROPERTY.
2. Has a criminal proceeding pending or is under investigation for a crime.
 3. Being a registered SEX OFFENDER.
 4. Being on PAROLE or PROBATION for any criminal matter.
 5. Repeated incidents involving alcohol use or abuse.
 6. Involvement with STREAKING or MOONING activities within 5 years.
 7. MASTERBATION when there is the possibility of view by public.
 8. Involvement with VOYEURISM.
 9. Involvement with any aspect of ILLEGAL PROSTITUTION.
 10. Maintains an on-going relationship with individual(s) who are reputed to be involved in recent or current felonious activity.
 11. Any violation of public trust while previously employed in law enforcement/firefighting or other public or government service.
 12. An affiliation with, and/or support of, any organization or group which advocates the overthrow of the State or of the United States Government, or whose professed goals are contrary to the interests of public safety and welfare.

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DISPATCHER / CORRECTIONS

Disqualification Criteria / page 3.

13. Alcohol or controlled substance abuse which has hampered job performance at any time during the five years immediately preceding the date of application.
14. Deceptive results of a polygraph or CVSA examination regarding the applicant's background.
15. Evidence that the applicant has willfully provided false or misleading information at any time during the application process, in his/her written application, oral interview or Personal History Statement, or has cheated during any testing in the application process.
16. Any conclusion brought about by the investigation that indicates the applicant is unsuited for police/firefighting work.
17. Prior termination for cause from a law enforcement or fire fighting agency.
18. Separation from any branch of the United States Armed Forces with a GENERAL DISCHARGE or LESS THAN HONORABLE conditions or for reasons of unsuitability or misconduct AND with the ineligibility of re-enlistment.
19. A conclusion by any physician, psychiatrist or psychologist which questions the applicant's suitability to perform the duties of a police officer/firefighter.
20. Drug usage (see DRUG USEAGE DISQUALIFICATION attachment).

A Candidate MAY BE disqualified if the Background Check and/or polygraph test reveals "traits of an undesirable employee" as evidenced by, but not limited to, convictions, arrests, or reported/learned involvement in the following listed factors. Consideration will be made on a CASE BY CASE BASIS.

1. Commission of undiscovered crimes.
2. Events of delinquency as a juvenile.
3. Conviction of D.U.I. and other driving record more than 5 years preceding the date of application.
4. Unfavorable recommendations from past/present references, employers, creditors, landlords, or neighbors.
5. A demonstrated lack of financial responsibility.
6. A history of sporadic or inconsistent employment.
7. Involvement in criminal or questionable activities, whether or not arrested.
8. Questionable character or fortitude.
9. Inability to control temper.
10. Personal reputation.
11. Inability to accept responsibility.
12. Previous employee history, to include (but not limited to):
 - ✓ Abuse of sick time.
 - ✓ Disciplinary record.
 - ✓ Work ethics/quality.
 - ✓ Punctuality and dependability.

Any other factor or combination of factors, which would limit, or prohibit, the applicant's suitability to perform the duties of a police officer/fire fighter.

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DRUG USAGE DISQUALIFICATIONS

Any ILLEGAL use of a controlled substance within the listed time limits preceding the date of application:

- Marijuana.....3 years.
- Schedule 1 Drugs (as defined in Ohio Revised Code)..... 10 years.
Examples (but not limited to):
 - Ecstasy
 - LSD/Acid
 - Heroin
 - Mushrooms
 - Psychedelic Drugs
 - Club Drugs
 - Rohypnol
 - PCP ~ Angel Dust
 - Bath Salts
- Schedule 2 thru 5 Drugs (as defined in Ohio Revised Code)....5 years.
Examples (but not limited to):
 - Cocaine
 - Opium
 - Ketamine
 - Amphetamines
 - Oxycodone
 - Anabolic Steroids
 - Morphine
 - Fentanyl
 - Valium
 - Methamphetamines
 - Hydrocodone with aspirin/acetaminophen
 - Adderall
 - Ritalin
 - Methadone
 - Barbituates
 - Cough Suppressants with Codeine
- Inhalants.....5 years.
Examples (but not limited to):
 - Whippets
 - Paint
 - Solvents
 - Nitrates
 - Propellant gases
 - Toluene

IMPORTANT DRUG RELATED DEFINITIONS

MARIJUANA – **Because marijuana is a Schedule I controlled substance** under Federal Law, **any use, purchase, possession, distribution, sale or manufacture** (including transportation for the purpose of distribution, sale or manufacture) **of marijuana or its derivatives** that would be regarded as illegal under the federal Controlled Substance Act **shall be regarded as “illegal” for purposes of application.**

MEDICAL MARIJUANA – Because marijuana has **no** recognized medical use under Federal Law, “medical marijuana” or products containing “medical marijuana” are considered as “illegal” for purposes of application.

SYNTHETIC MARIJUANA and SALVIA DIVINORUM – The Synthetic Drug Abuse Prevention Act of 2012 makes it unlawful as of July 9, 2012, to use or possess any amount of synthetic cannabinoid (e.g. Spice, K2) or Salvia Divinorum (e.g. Diviner’s Sage or Seer’s Sage).

“NOTE: The Civil Service Commission may give consideration on any immediate or drug usage disqualification guidelines on a case by case basis.”

**51637 – SAFETY FORCES DISPATCHER
CITY OF PARMA
017 – COMMUNICATIONS CENTER
(PARMA REGIONAL DISPATCH CENTER)**

JOB SUMMARY

The **Dispatcher** performs public safety/public service dispatching for multijurisdictional Police and Fire Departments. The work involves receiving emergency 911 calls and dispatching Fire, Emergency Medical Services (EMS) and Law Enforcement. The incumbent communicates with Fire/EMS resources by radio, receiving non-emergency calls for service and coordinates with the appropriate Public Safety Agencies to facilitate a response; emergency/non-emergency calls for Law Enforcement service are received, processed, entered into the Computer-Aided Dispatch system (CAD) and relayed to the appropriate officers. The **Dispatcher** carries out daily assignments, follows through on matters using independent judgement and training to take appropriate actions to deal with standard recurring situations and extreme unpredictable circumstances. Performance of the core objectives of the position are essential job functions. This position is “Classified” within the Civil Service of the City of Parma.

WORK ACTIVITIES

- Under immediate supervision, receives requests for assistance by utilizing computerized 9-1-1 telephone system, evaluates type of assistance needed and dispatches appropriate public safety resources using the computer-aided dispatch system, various computerized radio systems (800 MHZ trunked, 800 MHZ conventional, VHF paging, VHF interoperability, Fire Mutual Aid Radio System and Microwave), GIS mapping system and related databases and computerized equipment*
- Receives 9-1-1 and other emergency requests for service; simultaneously determines the nature and location of the emergency; determines priority and enters information into the Computer-Aided Dispatch (CAD) system*
- Answers non-emergency calls for service, determines type of assistance required and provides appropriate assistance as needed*
- Processes emergency and non-emergency requests for regional Law Enforcement, Fire and EMS, and several Public Service Organizations; relays incident specific information to appropriate agency*
- Receives emergency and non-emergency calls for service from non-English speaking customers; uses computerized 9-1-1 telephone system to establish a link with appropriate interpreter to determine nature and location of the emergency, priority, type of assistance required; provides appropriate assistance as needed and dispatches correct agencies*
- Receives emergency and non-emergency calls for service from hearing impaired customers; uses computerized 9-1-1 telephone system to communicate with the caller to determine nature and location of the emergency, priority, type of assistance required; provides appropriate assistance as needed and dispatches correct agencies*
- Provides Emergency Medical Dispatch (EMD) rescue assistance; triages incoming requests for emergency medical service(s) to determine the level of response; provides pre-arrival instructions to the caller including, but not limited to; cardiac arrest, airway management, control of bleeding and assisting with childbirth; must use established Emergency Medical Dispatch

protocols to immediately provide help to the victim or other party; operates within an established quality assurance standard of service*

- Uses a computer-aided dispatch system to receive and process emergency/non-emergency calls from the public requesting Police, Fire, medical or other emergency/non-emergency services; determines the nature and location of the emergency; determines priorities and dispatches Police, Fire ambulance or other emergency units as necessary and in accordance with established procedures*
- Uses CAD/Station Alerting System/VHF paging system to alert/dispatch local and regional Fire/EMS/Law Enforcement resources; maintains contact with all units on assignment; maintains status and location*
- Is prepared to identify and dispatch additional resources if the incident escalates*
- Uses Public Alerting systems to notify residents of impending threats or actual emergencies*
- Monitors and operates several complex public safety radio systems; operates a variety of mission critical communications equipment/devices that use application software specifically designed for dispatching public safety resources in a multi-agency, multi-jurisdictional environment, including computer radio interface console, computer telephone interface console, computer-aided dispatch system, GIS mapping system*
- Uses the various radio systems to establish interoperability among responders; coordinates communications between multiple units, agencies and jurisdictions that are responding to emergency incidents*
- Simultaneously monitors and transmits on multiple radio channels/talk-groups and multiple transmitters; maintains contact with and monitors status of field units*
- Works with other divisions of Emergency Services, Fire, EMS, Law Enforcement and Public Service Support Agencies to facilitate the response of the closest appropriate public safety resource(s) in order to protect life, limb and property*
- Performs all other duties as assigned by the Communications Center Manager+

*Essential Job Functions

+Essential Job Functions, Scheduling Accommodations Possible+

TOOLS AND EQUIPMENT USED

- Alarm Board
- Computer Terminals
- Computer Printers
- Daily Logs
- Emergency Telephone System (9-1-1)
- License Listings
- Multi-Channel Receivers and Transmitters
- Surveillance Equipment (Audio and Video)
- Telephones
- Transceiver Radio Equipment
- Typewriter

JOB CONTEXT

The **Dispatcher** works a 40-hour week on variable shifts spanning all hours of the day and days of the week. The incumbent must possess the ability to work rotating shift assignments, including nights, holidays and weekends. The **Dispatcher** is on call 24-hours a day. The position is full-time and operates 12 months a year. Regular and consistent on-site attendance is an essential job function. The incumbent performs his/her work in the Parma Regional Dispatch Center which requires sitting or standing for long periods of time, extensive keyboarding, operation of a mouse and foot controls, and the wearing of a headset. The **Dispatcher** must be able to lift and carry up to 20 pounds; climb stairs, bend, reach, hold, grasp and turn objects. The work requires the ability to speak normally and use fingers to operate computer or typewriter keyboards. The incumbent works in conditions of varying noise levels and high activity while dealing with distress calls of an emergency nature.

KNOWLEDGE, ABILITIES AND SKILLS

- Ability to learn emergency dispatching methods and operation of various communications devices and computer equipment.
- Ability to learn Fire & Emergency Medical Services equipment, resource capabilities and Standard Operating Guidelines.
- Ability to develop strategies for various types of Fire, Emergency Medical Services and Law Enforcement agencies.
- Ability to hear multiple conversations simultaneously, distinguishing between voices and sources to obtain relevant information quickly and accurately.
- Ability to speak clearly, distinctly, concisely and correctly over the radio and telephone.
- Ability to type on computer keyboards while reading protocol and operating mouse and foot controls while conversing on the radio and/or telephone.
- Ability to prioritize tasks and perform multiple tasks simultaneously in a fast paced, high stress emergency work environment.
- Ability to make immediate decisions and react in a quick, calm, controlled and effective manner in emergency situations.
- Ability to read, understand and interpret complex maps.
- Ability to interpret and apply rules, regulations, policies, and procedures utilized in public safety dispatching.
- Ability to learn and assess conditions of patients with medical emergencies and provide emergency medical pre-arrival instructions to callers following specific emergency medical dispatch protocols.
- Knowledge of Cuyahoga County geography including towns, jurisdictional boundaries, response boundaries, highways, roadways, waterways and landmarks.

REQUIRED TO POSSESS OR ATTAIN DURING TRAINING PHASE

- CPR Certification
- Certification as an Emergency Medical Dispatcher
- Ohio LEADS/NCIC Certifications
- ICS-100
- ICS-200
- ICS-700

JOB QUALIFICATIONS

Upon hire, a **Dispatcher** must have:

- A high school diploma or equivalent
- A valid State of Ohio driver's license
- Have vision correctable to 20/30 and have normal color vision and normal hearing
- Passed the proscribed written examination
- Passed the proscribed polygraph and background check
- Passed the proscribed medical exam
- Any combination of experience, education and/or training which demonstrates possession of the knowledge, skills and abilities listed above
- Exceptional speaking and listening skills
- The ability to work independently and as part of a team
- The ability to accurately summarize any source of information, interpret it in correct terminology, and relay it clearly, promptly and concisely
- The ability to operate computer terminals

After hire, a **Dispatcher** must:

- The ability to treat all official business of the Department as confidential
- The physical and mental ability to receive, process and respond to urgent situations
- An understanding of the rules, orders and regulations of the Parma Regional Dispatch Center (PRDC)
- Knowledge and understanding of the communications system with which he/she works
- Knowledge and familiarity with and use of the language/codes/jargons of various Public Safety Agencies
- Public relations skills

In accord with the Collective Bargaining Agreement between the City of Parma and the Ohio Patrolmen's Benevolent Association (Dispatchers) which expires on December 31, 2017, the Step 1 annual salary for a **Dispatcher** is \$37,571.82. The City of Parma is an equal opportunity employer.

The new hire probationary period is one year in accordance with the above referenced Collective Bargaining Agreement. After an employee is designated as "solos", and for the duration of the probationary period, said employee shall be given a probationary review every three (3) months by management with a Communications Training Officer present. During such period, the Employer shall have the sole discretion to discipline or discharge employee(s) and any such action shall not be appealable through any Grievance or Arbitration Procedures contained in the above referenced Collective Bargaining Agreement nor to any Civil Service Commission.

017-51637/Rev.051617