



# CITY OF KENT, OHIO

CIVIL SERVICE COMMISSION ■ 319 S. WATER ST. ■ KENT, OHIO 44240 ■ 330-678-8101

## THE KENT CIVIL SERVICE COMMISSION ANNOUNCES A COMPETITIVE EXAMINATION FOR THE POSITION OF CLERK-DISPATCHER – LATERAL TRANSFER

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**Examination Date/Time:** Interview as scheduled.

**Starting Wage:** \$29.37/hour - \$33.30/hour

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*Examination will be used to establish an eligible list to fill future vacancies for the position of Clerk-Dispatcher with the City of Kent Police Department.*

**Application:** Both application and information are available on the City of Kent's web site: <http://www.kentohio.gov/our-government/job-opportunities> and may be emailed to [civilservice@kentohio.gov](mailto:civilservice@kentohio.gov) OR returned via mail to Kent Civil Service, 319 S. Water St., Kent, OH 44240. Please note: that in the event of tie scores on the examination, priority on the eligible list shall be determined by date and time application is filed with the Commission.

**Application Deadline:** A completed Civil Service application must be submitted along with a resume which clearly shows prior experience of being a Dispatcher.

**Necessary Education, Training, and Experience:** You must have prior full-time experience as a Law Enforcement Dispatcher to be eligible for consideration of lateral transfer.

**Examination Process:**

An applicant will be graded on their experience and relevant training/education displayed by their resume/cover letter. Then a panel interview will take place, and a second score will be factored in to grant their composite score.

**Responsibility:** Under general supervision of the shift supervisor and under the functional supervision of the dispatch coordinator, receives calls for police, fire, and emergency medical services (EMS); dispatches personnel and equipment according to established procedures; performs clerical and record-keeping functions; provides dispatch assisted CPR and emergency medical dispatching when necessary; and performs other job-related duties as required.

**Typical Tasks:** Receives and screens complaints from citizens requesting police, fire, and emergency medical services assistance and relays information to remote units; elicits necessary information and completes electronic "Call for Service" forms and other computer-aided dispatch

operations so that proper dispatching may occur; dispatches, police, fire, EMS services by radio and telephone and Computer-Aided Dispatch equipment; gives information to the public concerning a wide variety of matters; may determine the need for action and/or assign priorities to complaints; contacts other city departments and private agencies such as ambulance services, towing services, and hospitals to obtain required services; contacts other law enforcement, fire, and EMS departments; may send and receive messages on computer networks; operates digital recording equipment, office equipment, and appliances; maintains confidential record system and provides information to authorized persons; monitors other law enforcement and fire agencies; contacts citizens and advises them of matters relating to complaints; performs clerical work related to communications operations and record systems.

**Working Conditions:** The working environment of a Clerk-Dispatcher includes exposure to conditions generally found in an office setting. The Clerk-Dispatcher works with office equipment, such as computers, two-way radio systems, telephones, teletype machines, digital recorders, fax machines, copy machines, and appliances. Within the office setting, the Clerk-Dispatcher must move, lift, and/or retrieve items of standard office use, such as paper by the ream or box, file record storage boxes, and office equipment. The Clerk-Dispatcher will work varied shifts, including days, afternoons, nights, weekends, and holidays.

**Special Requirements:** The Clerk-Dispatcher must fulfill training and certification standards as required and must be capable of performing light to moderate physical tasks within the office setting.

**Necessary Knowledge, Skills, and Abilities:** The Clerk-Dispatcher must possess excellent communication skills, which includes the ability to project clear and distinctive speech; to visually and audibly monitor communications equipment; to elicit information from persons who may be distressed and take appropriate dispatching action; to carry out oral and written instructions as directed; to establish and maintain positive working relationships with co-workers, City officials, and the public. The Clerk-Dispatcher must also possess excellent multi-tasking skills which include the ability to handle numerous phone calls and computer programs simultaneously. The Clerk-Dispatcher must develop a working knowledge of City geography; must be able to learn operating procedures for radio/telephone and call screening for police, fire, and EMS services; must be able to learn to operate and test a variety of communications and related equipment, including the operation and use of personal computers; and must be capable of performing multiple tasks simultaneously. The Clerk-Dispatcher must possess clerical skills to include the ability to effectively use a computer terminal keyboard and to keep accurate records.

**Necessary Education, Training, and Experience:** Any combination of training and experience which indicates possession of the knowledge, skills, and abilities listed in this posting.

**Essential/Critical Functions:** The functions specified below are the fundamental job duties which an employee must be able to perform based on supervisory/incumbent interviews relative to: the purpose of the position, the availability of others to perform the function, and/or the serious nature of the consequences of not requiring the incumbent to perform the functions.

**Physical Requirements:** The majority of work is done while sitting with intermittent periods of standing and walking. Requirements include: Ability to effectively communicate information both orally and in writing; ability to sit, stand, or walk for extended or intermittent periods of time; ability to listen, comprehend, and respond to discussions involving either one-on-one or group settings; ability to remain alert and watchful during assigned duty hours; ability

to transport paperwork or material evidence for short distances which may involve climbing stairs; ability to withstand potential exposure to health hazards; ability to demonstrate and maintain sufficient physical agility to operate job-related equipment which may involve twisting, pushing, pulling, or reaching; ability to demonstrate manual dexterity to perform multiple job functions simultaneously such as note taking and operating radios, telephones, and computer hardware; ability to distinguish frequencies and multiple sound sources; ability to make visual observations sometimes involving color differentiation; ability to satisfactorily pass a complete medical examination as it relates to the essential functions of the position, and the ability to maintain a dependable attendance record.

**Mental Requirements:** The position involves interviewing and interpersonal skills which demand predominantly accurate and effective information to report on or react to a given situation which may include serious consequences; ability to inspire the trust and confidence of others; ability to make decisions with limited information under stress; ability to cope with and diffuse situations involving angry or difficult people; ability to operate in the absence of clear expectations, precedence, or procedures; ability to concentrate on a given task for extended periods of time; ability to demonstrate reading comprehension levels ranging from basic instruction to technical/legal materials; ability to prioritize workloads while coordinating multiple demands; ability to visualize scenarios when presented as written plans or oral instructions; ability to compare letters, numbers, or patterns quickly and accurately; and ability to demonstrate mature judgment and reasoning at all times.

## **ESSENTIAL FUNCTIONS**

1. Provides link between the community and city safety forces by receiving and screening complaints from citizens requesting police, fire and emergency medical services assistance; by providing information to the public on a wide variety of matters; and by relaying information to and dispatching remote units while using established procedures and common sense.
2. Preserves security of the premises by monitoring silent alarm systems for area business establishments, police station parking lots, jail cells and receiving area.
3. Provides historical reference by maintaining and controlling access to confidential records management systems
4. Maintains communication with other communities by transmitting and receiving messages between city departments and other law enforcement and private agencies.
5. Compiles a variety of administrative reports for internal use and external distribution to a variety of agencies

## **MISSION AND VALUES STATEMENT**

The mission of Kent Dispatch is to provide outstanding professional service to the citizens and public safety agencies of the City of Kent and surrounding jurisdictions. We will ensure a safe environment for our police officers and firefighters and provide a vital link between the community and emergency services. We will conduct our duties with integrity and treat all persons with fairness, respect, and dignity. We are...Committed to Excellence. Committed to Community.

## **Our Values**

### **Professionalism**

Being prepared and willing to handle anything that comes our way in a calm, courteous and respectful manner.

### **Integrity**

Performing our duties with honesty, fairness, & consistency. Always doing the right thing, even when no one is watching.

### **Compassion**

Caring about the well-being of our people & our community. Providing service with sympathy, understanding, concern & sensitivity.

### **Teamwork**

Consistently working together as a cohesive team to achieve the best possible outcome and results.

The City of Kent provides equal employment opportunities and does not unlawfully discriminate on the basis of age, race, color, religion, sex, national origin, ancestry, military status, familial status, disability, gender identity, or sexual orientation in all employment practices in accordance with applicable federal, state and local laws.

**The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.**

***The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.***

**Credit for Military Service:** 20% extra credit for an applicant who has completed service in the uniformed services, and has been honorably discharged, or has transferred to the reserve with evidence of satisfactory service, or is a member of the National Guard or a reserve component of the armed forces of the United States who, at the time of the examination, has completed more than 180 days of active duty service pursuant to an executive order of the President of the United States or an act of the Congress of the United States

OR

15% extra credit for any applicant who is a member in good standing of a reserve component of the armed forces of the United States, including the National Guard. The applicant must submit proof that the applicant successfully completed entry-level training.

Extra credit will be added to a composite score only after a passing score has been attained. A copy of the applicant's honorable discharge, the DD-214, or certificate of service **MUST BE SUBMITTED** with the Civil Service Application at the time of applying. Please note that military status is no longer part of the Civil Service Application. Consequently, if you have military status that qualifies you for additional (extra) credit, you may volunteer this information to the Civil Service Commission.

**Accommodation for Testing:** Persons requesting an accommodation for testing must provide seventy-two (72) hours written notice to the Kent Civil Service Commission to have the request considered.

**Special Note:** In order to be admitted to the Civil Service Examination applicants must present valid picture identification (such as a driver's license.) Only those applicants that have filed a Kent Civil Service Application with the Civil Service Commission by the deadline will be admitted to participate in the examination.

**Firearms, deadly weapons, and dangerous ordinances are not permitted at the testing site.**

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*The City of Kent is committed to fostering a workforce that's just as diverse as our community. If you share in this commitment, have a desire to make a difference, and are interested in a meaningful career serving the public, please consider a career with us.*

*Our commitment to diversity creates an atmosphere that is empathetic and understanding of our residents' needs and perspectives. The City of Kent actively seeks and encourages applications from persons with diverse backgrounds and characteristics to join our team.*