



CITY OF PICKERINGTON

EMPLOYMENT TESTING ANNOUNCEMENT

Public Safety Dispatcher I
\$20.78 per hour

FORMS INCLUDED IN THIS PACKET

Testing Announcement

Recruitment Process

Job Description

NTN Virtual Testing Requirements & Rules

Please read all information included within this testing announcement.

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 October 26, 2020.

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. Due to COVID, testing is only being offered online. Virtual testing FAQ's can be found on the NTN website or by visiting the link below.

<https://www.nationaltestingnetwork.com/publicsafetyjobs/index.cfm?mode=page/faq-virtual-testing>. Testing requirements and rules are enclosed.

Only candidates who test by October 26, 2020 will be considered. EOE/ADA

Candidate Selection: The top ten ranked candidates from the NTN testing pool will be selected to continue in the recruitment process. There is no need to apply to the Human Resources office at this time. Your test scores will automatically be reported to the City of Pickerington and the top 10 passing scores will be invited to proceed to the next step in the hiring process.

Director, Human Resources, Stephanie Albanese
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CITY OF PICKERINGTON

City of Pickerington Police 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).
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 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.



CITY OF PICKERINGTON

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 departments.

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.

In order 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 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.



CITY OF PICKERINGTON

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 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.



CITY OF
PICKERINGTON

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.



CITY OF PICKERINGTON

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Page 1 of 4

POSITION DESCRIPTION

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

Developed by:

Date Adopted: _____

Clemans, Nelson & Associates, Inc.

Date Revised: _____

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CITY OF PICKERINGTON

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POSITION DESCRIPTION

Page 2 of 4

Employee Name:

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;

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CITY OF PICKERINGTON

An Equal Opportunity Employer
POSITION DESCRIPTION

Page 3 of 4

Employee Name:

Position Title: Public Safety Dispatcher I

use of modern office equipment; interpersonal communication; organization and time management; spelling, grammar, and mathematics; *two-way radio operations.

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.

Developed by:

Date Adopted: _____

Clemans, Nelson & Associates, Inc.

Date Revised: _____

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NTN Virtual Testing Instructions

IT IS EXTREMELY IMPORTANT YOU READ AND UNDERSTAND THIS PAGE IN ITS ENTIRETY.

Requirements

- **You MUST meet ALL requirements or you will not be able to test.**
- A 64 bit LAPTOP or DESKTOP computer running Windows 10. *Please be aware that Windows 7, Mac, Chromebooks, and Linux are not supported at this time.
- The latest version of Google Chrome.
- A high quality web cam with a microphone.
- Working, wired headphones or earbuds. Wireless headphones are NOT allowed.
- Granting full access to your computer and your web camera, both audio and video, to our proctor during your exam.
- A closed, quiet, private room, with high-speed internet that is well-lit, and uncluttered with a single entrance/exit door that fully closes.
- A mirror at least 5 inches wide that can be held up to your computer.
- **Test your system as soon as possible so you are ready for the exam! See the "Test Your System" section below.**

Not Allowed

- **Mac, Chromebook and Linux or any device that does not meet the above requirements will not work.**
- Multiple monitors are NOT allowed.
- Wireless headphones are NOT allowed.
- NO cell phones or other electronic devices in the room with you.
- Sunglasses and hats are NOT allowed.
- Food and drink are NOT allowed.
- Vape pens are NOT allowed.

- Paper and pencil or pens are NOT allowed. (You will be provided an area to type notes needed during the exam).

Test Your System

- Before you test your system make sure your computer has the most recent version of Google Chrome downloaded, a web camera, a microphone, and wired headphones.
- **Right click this link, choose "Save link as.." and save the file to your desktop.**
- Reboot your computer.
- Double click the kiosk program on your desktop.
- If you have trouble running the program, temporarily disable your anti-virus. This can be normally be done by right-clicking on the antivirus icon in your tray and selecting the option to disable.
- Sign in using your NTN account to initiate the test. If you don't have an account, click "Don't have an account? Click here." to initiate the test.
- The proctor cannot troubleshoot your system with you and if your equipment is not compatible you will not be able to test.
- If you are having trouble testing your system, **please see our Virtual Testing System Help page.**

Taking the Exam

- **All virtual testing exam times are in Pacific time.**
- You will be expected to log into your test session **30 minutes before your scheduled test time.**
- Before you begin testing, reboot your computer, then close all programs in your tray and disable screen savers. Any program that produces alerts must be shut down.
- **Right click this link, choose "Save link as.." and save the file to your desktop.**
- Double click the file you saved to your desktop. It should be labeled "Kiosk".
- If you have trouble running the program, temporarily disable your anti-virus. This can be normally be done by right-clicking on the antivirus icon in your tray and selecting the option to disable.
- Use your NTN login to log in and click "Start Exam".
- Once you are checked in, you will be able to start your exam, which will open in a new tab.
- If you are marked as a no show to the exam, you will be automatically placed into the Virtual Testing Standby System. For more information, please see the [Standby System FAQ](#).

What To Know

- **Test your system as soon as possible so you are ready for the exam! See the "Test Your System" section above.**
- All virtual testing exam times are in Pacific time.
- You will be required to download and run a small kiosk program to test.
- The programs running on your computer, your video, your audio, your actions in the exam and proctor windows, and your desktop will be monitored and recorded at all times while the kiosk program is running.
- NTN cannot provide individual computer technical support. You must ensure that your setup is compatible with NTN's technical requirements for Virtual Testing before your scheduled test session.
- Test sessions can last up to three (3) hours. Please make sure you take care of personal needs (i.e., food, restroom) *before* you begin testing.
- If your webcam cannot clearly show your ID details, you will not be able to test.
- If you are marked as a no show to the exam, you will be automatically placed into the Virtual Testing Standby System. For more information, please see the [Standby System FAQ](#).

Tips for Preparing Your Workspace and Computer

- **Test your system as soon as possible so you are ready for the exam! See the "Test Your System" section above.**
- Find a closed, quiet, private room, with high-speed internet, that you can rely on to be available during your scheduled testing time.
- Make sure you will not be interrupted during testing.
- The area should be a quiet, well-lit, and uncluttered with a single entrance/exit door that fully closes.
- Remove all unauthorized materials from the room and workspace.
- Ensure the computer surface is free from any sticky notes, clutter or other distractions

What To Expect

- You will be asked to present your identification to the camera during exam check-in. Ensure you have the correct government-issued identification with you at testing time. An image of your ID will be captured.

- Agree to the testing terms, and sign the confidentiality statement.
- The proctor will ask you to perform a room and workspace scan with your web camera to their satisfaction. You will need to give the proctor a full 360-degree view of your room and workspace. The proctor will confirm that your computer monitor, testing room and work area/desk are clear of all unauthorized materials. If the camera is internal (built into the computer), you will be asked to show the proctor the edges of your monitor using a mirror (approximately 6-inch mirror).
- The room should have one closed door and the door will remain shut and visible on the screen during the session.
- Through Google Chrome, your exam video will be playing on the “Exam Tab.” The proctor will be on the home tab monitoring and recording your video feed and your desktop activity throughout the test session. The proctor can be reached at any time by raising your hand in front of your camera and closing your “Exam Tab.”

Reasons Your Exam Will Be Stopped

- Cell phone in the room
- Electronic devices are in the room that are not required for testing
- Wireless headphones or earbuds
- Not keeping both headphones in your ears during the exam
- Recording equipment in the room
- A room/surroundings that is not private with the door closed
- Food or drinks in the room or on the desk
- Two or more monitors
- Hats/head covering, thick glasses, wristwatches or unnecessarily bulky clothing
- People entering the room
- Leaving the view of the proctor
- Poor internet speed that drops testing
- Excessive talking (to yourself)
- Blurry, expired and/or insufficient photo ID