

Police and Fire Dispatcher



2021 Recruitment Packet



Northwood Police Department
Northwood, Ohio

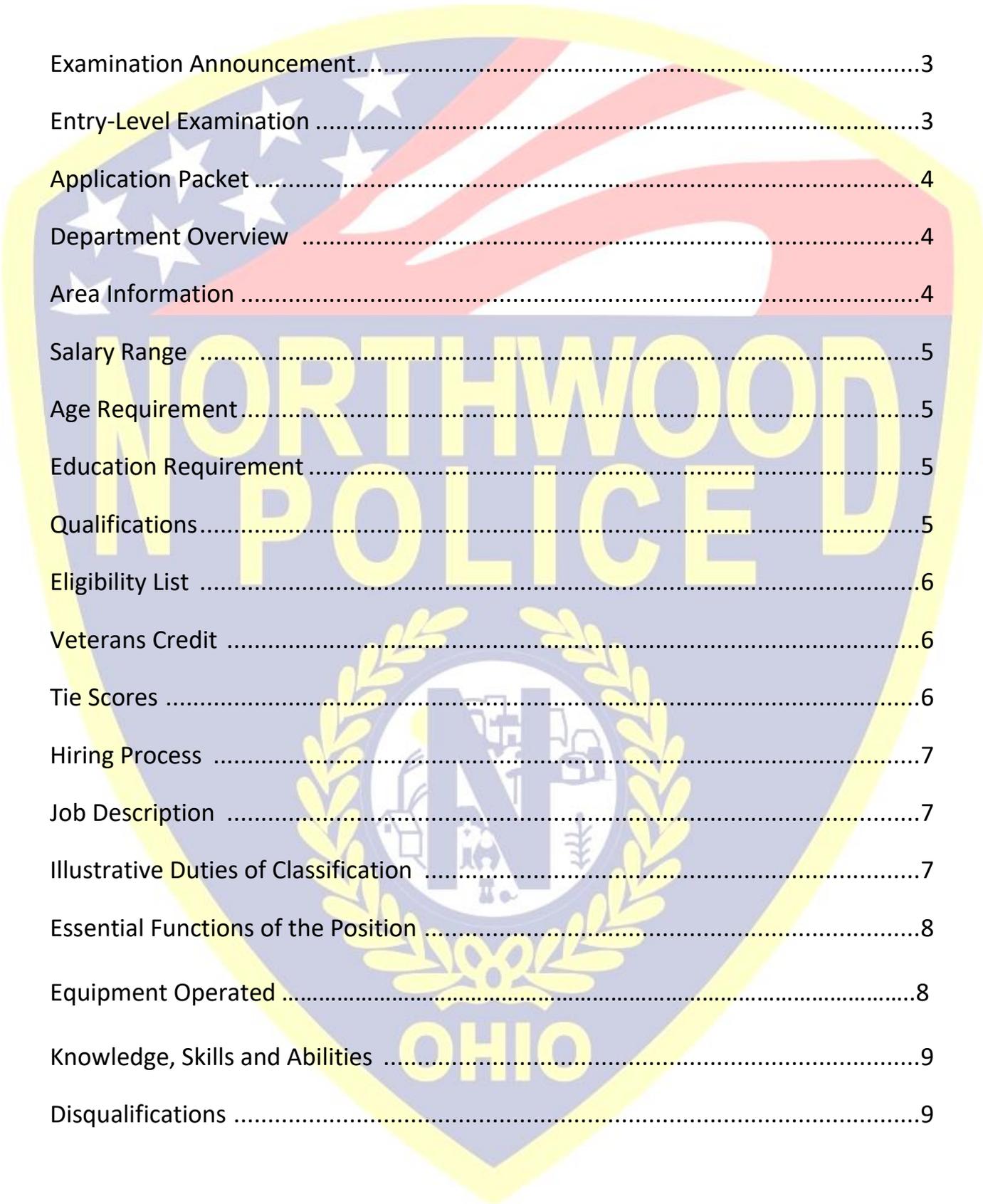


Our Vision: We will promote a safe and secure community through fair and professional policing.

Our Mission: We are dedicated to preventing crime, enforcing laws, protecting life, and property while upholding the constitutional rights of all.

Our Values: We value professionalism, integrity, and teamwork with respect for each other and the community we are proud to serve.

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The background of the page features a large, semi-transparent watermark of the Northwood Police Ohio logo. The logo is a shield-shaped emblem with a yellow border. The top half of the shield contains a stylized American flag with white stars on a blue field and red and white stripes. The bottom half is a solid blue field. In the center, the words "NORTHWOOD" and "POLICE" are written in large, bold, yellow, sans-serif capital letters, stacked vertically. Below "POLICE", the word "OHIO" is written in a smaller, yellow, sans-serif font. The emblem is surrounded by a laurel wreath. In the center of the wreath, there is a circular seal containing a stylized 'N' and 'P' and other symbols.

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Examination Announcement & Entry Level Examination

EXAMINATION ANNOUNCEMENT

This recruitment packet serves as an announcement for online examinations completed by Friday, February 5, 2021 for the position of **Police and Fire Dispatcher** for the City of Northwood, Ohio.

The City of Northwood is an Equal Opportunity Employer.

ENTRY LEVEL EXAMINATION

The Northwood Civil Service Commission offers full testing services for the position of “Police and Fire Dispatcher” for the Northwood Police Department (NPD) through the **National Testing Network, Inc. (NTN)**.

The online examination opens on Monday, December 28, 2020 and must be completed by Friday, February 5, 2021 at 4:00pm. We encourage you to register early to ensure you can complete the examination prior to the deadline. The examination is offered through the National Testing Network at multiple times and locations throughout the United States.

To complete an application and schedule a test, go to <http://www.nationaltestingnetwork.com>, navigate to the “Emergency Communications Jobs” page, and sign up with the Northwood Police Department (NPD).

- Schedule a test.
- Review all information related to the Northwood Police Department’s police and fire dispatcher position, including minimum requirements, salary, and benefits.
- Find detailed information about the testing process for the NTN test and (NPD).
- Have an opportunity to take online practice tests at <http://ergopracticetests.com>.
- Schedule your own convenient test time and location.
- Take high quality job simulation tests in a standardized, fair testing environment.

Upon completion of the NTN exam, all candidate scores are automatically forwarded to the Northwood Civil Service Commission. Candidates who attain a passing score of 70% or better on each section of the examination and have met all of the requirements of the application process will be placed on the department’s Eligibility List.

National Testing Network does not replace the Northwood Civil Service Commission’s responsibility and decision making in the testing process. All candidate results are provided to the Northwood Civil Service Commission where the final decisions are made.

Application Packet & Department Overview

APPLICATION PACKET

An Application Packet is required to be completely filled out and submitted to both the National Testing Network **and** the Civil Service Commission for the City of Northwood by the deadline of Friday, February 5, 2021 at 4:00 p.m.

The online City Application Packet can be accessed by going to the website for the city: <http://www.ci.northwood.oh.us>. This packet is located under the employment opportunities tab. The completed Application Packet can be e-mailed directly to the Civil Service Commission at civilservice@ci.northwood.oh.us or hand delivered to the City Clerk's office. All e-mailed applications will be confirmed by an e-mail from Civil Service of its receipt. If you do not receive a confirmation e-mail, then Civil Service has not received your application packet.

A separate application must be filed with the National Testing Network (NTN) at <http://www.nationaltestingnetwork.com>.

DEPARTMENT OVERVIEW

The Northwood Police Department is a progressive law enforcement agency with a staff of twenty-seven (27) personnel. The agency is composed of a Chief, Captain, Detective Sergeant, Detective Patrolman, 3 Patrol Sergeants, 11 Patrolmen, 1 S.R.O/D.A.R.E. Officer, 1 part-time Code Enforcement Officer, 5 full-time plus 1 part-time Dispatchers covering 8 square miles with a population of 5,400.

The Northwood Volunteer Fire Department is comprised of a Fire Chief, Deputy Chief, District Chief, Captain, 6 Lieutenants, and several firefighters. The fire department averages around 1,000 calls for service each year. They handle such calls as basic lift assists, building inspections, injury accidents, fire alarms, structure fires, and medical emergencies. There is a medic unit devoted to City services 24-hours a day while the remainder of the department is volunteer.

AREA INFORMATION

The City of Northwood is positioned at the most northern end of Wood County and abuts Lucas County with the jurisdictions of both the City of Toledo and the City of Oregon. The City has shown moderate growth with new industrial and light manufacturing facilities within the past

Salary Range & Qualifications

few years along with Northwood Local Schools recently building a new pre-kindergarten – 12th grade school.

SALARY RANGE

Pay rates are established through negotiations with the Ohio Patrolmen's Benevolent Association. There is a one (1) year period between each step:

Current negotiations are underway for the year 2021 and beyond. The 2020 pay scale for entry level dispatcher (Step 1) are detailed below:

Dispatcher January 1 – December 31, 2020

Step 1: \$42,244.80 hourly \$20.31

Step 2: \$44,574.40 hourly \$21.43

Step 3: \$46,924.80 hourly \$22.56

AGE

Candidates seeking employment with the City of Northwood as Police/ Fire Dispatcher shall have reached the age of 18 prior to filing of an application.

EDUCATION

Candidates seeking employment with the City of Northwood as Police/ Fire Dispatcher shall have at a minimum, a high school diploma or GED. Additional schooling is preferred, but not necessary.

QUALIFICATIONS

Candidates for appointment to police and fire dispatcher classification must qualify within appointing range on the Civil Service Eligibility List and may be involved in the following activities of the selection process: background investigation, oral interview, physical and psychological examinations, and drug screening. New employees must serve a one (1) year probationary period that starts upon their first compensated day of employment and must

reside within the County of Wood, State of Ohio or an adjacent county by the end of said probation.

Eligibility List & Veterans Credit

ELIGIBILITY LIST

The eligibility list will be created from applicants who successfully pass the examination and have met all the requirements of the application process. The Eligibility List can be found on the website for the City of Northwood.

The term of the eligibility list shall be fixed by the Commission at not less than one (1) nor more than two (2) years. When the eligible list is reduced to ten (10) names or less, a new list may be prepared. Any list that has been in effect for more than one (1) year may, at the discretion of the Commission, be terminated at any time in the public interest.

VETERANS CREDIT

All applicants for original appointment who are veterans of military service, as described in R.C. 124.23, may file with the Commission a certificate of satisfactory military service or honorable discharge, whereupon he or she shall receive additional credit of five (5) points of his or her total grade given in the regular examination, provided that he or she has received a passing grade without regard to this or any other credit.

Such requests for veterans' credit must be submitted to the Commission along with the application for examination and must, at that time, be accompanied by proof of satisfactory military service as described above. Requests for veterans' credit made after the final date for test application will not be honored.

TIE SCORES:

In the event that applicants receive the same score in the examination, priority in the time of filing the application with the Commission shall determine the order in which their names shall be placed on the eligible list; provided that applicants eligible for veterans preference under R.C. 124.23 shall receive priority in rank on the eligible list over non-veterans on the list with a rating equal to that of the veterans. Ties among veterans shall be decided by priority of the filing of the application.

Hiring Process & Position Requirements

HIRING PROCESS

Successful applicants will need to successfully pass each phase in the sequences listed below to continue in the hiring process:

1. Submission of Application Packet and Qualifications to the National Testing Network and the Civil Service Commission for the City of Northwood,
2. Written General Aptitude Test,
3. When a vacancy occurs the Civil Service Commission will certify a list of 10 eligible candidates for the Police Chief to consider for filling the vacancy,
4. Personal History Questionnaire to be completed by the list of 10 eligible candidates,
5. Preliminary Background Investigation going over the PHQ,
6. Background Investigation,
7. Police Chief's interview for those candidates with low negative points,
8. Conditional Offer of Employment,
9. Police Chief's Recommendation to Mayor and City Council,
10. Drug Screen.

POSITION RESPONSIBILITIES

Under general supervision of the Dispatcher Supervisor, is responsible for simultaneously operating a multi-channel radio console, computer terminal and multi-line telephone while maintaining written logs and records. Is responsible for receiving, coordinating, and disseminating critical information from various sources. Performs other duties as required.

ILLUSTRATIVE DUTIES OF CLASSIFICATION

Communicates orally with City employees, other law enforcement and criminal justice agencies, emergency service providers and general public to obtain and disseminate information using multi-line telephone system and multi-channel radio.

Operates L.E.A.D.S. computer to send and receive messages, request and receive law enforcement and criminal data, etc.; gives information regarding stolen vehicles; performs record checks for criminal justice agencies and the armed services.

Receives telephone calls and handles complaints or messages of a routine nature; answers inquiries; collects information regarding crimes or emergencies in progress to relay pertinent data to police officers, fire fighters, street department or other appropriate personnel; maintains contact with situations in progress to keep check on status; greets public.

Essential Functions of the Position

Compiles and maintains numerous records and reports; prepares and processes reports; takes and processes complaints and information from citizens and other sources; performs miscellaneous clerical duties as required.

The Northwood Police Department provides dispatcher services every hour of the day and every day of the year. The employee must be able and willing to work any time of the day of the year as scheduled or needed.

ESSENTIAL FUNCTIONS OF THE POSITION

- Answer the telephone and receive emergency, non-emergency, and 9-1-1 requests for assistance; evaluate the information and create a CAD system incident, or provide information to the caller, or transfer the call to the proper person/department using multi-line telephone system.
- Dispatch police/fire personnel utilizing the CAD system and maintain radio communication.
- Operate a Computer Aided Dispatch (CAD) system, video display terminals, and associated equipment.
- Monitor, record and operate video and audio monitors and associated equipment.
- Listens carefully and questions radio and telephone callers to ensure accuracy and completeness of information received.
- Determine nature, priority and disposition of calls.
- Operates computers, video display terminals, typewriters, and associated equipment.
- Assist the walk-in public with requests for police, fire, or public service needs. Provide police records according to Ohio Public Records requirements, take cash and provides receipts.
- Maintain familiarity with major roads, streets, industrial and public facilities within City boundaries.
- Analyze situations accurately and take effective action to help assure officer safety.
- Monitor and maintain status of assigned public safety personnel and equipment.
- Inquire, interpret, verify, receive and disseminate information from law enforcement computer networks relating to wanted persons, stolen property, vehicle registration, etc.
- Writes, types, sort and files records and documents.

EQUIPMENT OPERATED

Multi-channel radio system; multi-line phone system; computers; video recording equipment; audio recording equipment; Public Safety Answering Position; and miscellaneous office equipment.

Knowledge, Skills, and Abilities & Disqualifications

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: basic office procedures, methods and computer applications; English usage, spelling, grammar and punctuation.

The ability to: Communicate clearly and concisely both orally and in writing; Learn police and fire radio operations and procedures, local streets, police and fire districts, the classifications of crimes and recognition of common police and fire codes in order to obtain information from the public; Learn to correctly interpret and apply Department/City policies and procedures; Operate standard office machines including computer; Question callers while simultaneously typing information into a computer terminal; Remain calm during emergencies to obtain relevant information from callers who are in stressful situations; Remember instructions and information; Type and enter data into a computer at a speed necessary for successful job performance; Understand and follow oral and written instructions; work on holidays, weekends, nights and rotating shifts; Maintain physical condition appropriate to the performance of assigned duties and responsibilities; Establish and maintain cooperative working relations with those contacted in the course of work; Ability to work independently with minimal supervision.

DISQUALIFICATIONS

The Commission may refuse to examine or, after an examination, refuse to certify as eligible, or after certification revoke that certification, of any person: who is found to lack any of the established preliminary requirements for the examination; who is physically so disabled as to be rendered unfit for the performance of the duties of the position which he or she seeks; who is addicted to the habitual use of intoxicating liquors or drugs to excess; who has been convicted of a felony, theft offense, and domestic violence including lesser included offenses, job-related non-traffic non-juvenile misdemeanors less than seven (7) years old, repeated O.V.I.'s (formally known as D.U.I.'s), O.V.I. within the last three (3) years; who has been issued a permanent civil protection order; who is uninsurable; who has been guilty of infamous or notoriously disgraceful conduct; who has been dismissed from either branch of the civil service for delinquency or misconduct; or who has made false statements of any material fact, or practiced, or attempted to practice, any deception or fraud in his or her application or his or her examination, in establishing his or her eligibility, or securing his or her appointment. In relation to such inquiries, the Civil Service Commission may require such certificates of persons having knowledge of the applicant as the good of the civil service may require, subject to the requirements of the Fair Credit Reporting Act, if and to the extent those provisions are applicable. The Commission may also take into consideration that convictions (e.g., for misdemeanor) are more than seven (7) years old.