



CITY OF KETTERING
DEPARTMENT OF HUMAN RESOURCES

February 2021

Dear Public Safety Dispatcher Applicant:

Thank you for your interest in our Lateral Entry Public Safety Dispatcher recruitment.

Attached you will find the following documents:

1. Lateral Entry Public Safety Dispatcher Recruitment Announcement
2. Lateral Entry Public Safety Dispatcher Recruitment Brochure
3. City of Kettering Application for Employment
4. City of Kettering Lateral Entry Public Safety Dispatcher Work/Experience Questionnaire
5. EEO Statistical Supplement (**optional**)
6. Job Description for Public Safety Dispatcher

At this time, it is not possible to complete the attached application online. However, should you wish to submit an application for this position, please print the attached Employment Application and EEO Statistical Supplement (optional) and mail the completed application packet to:

Human Resource Department
Kettering Government Center
3600 Shroyer Road
Kettering, OH 45429

You may also email it to ketteringhumanresources@ketteringoh.org; fax it to 937-296-3371; or hand deliver it Monday through Friday, 8:00 am to 5:00 pm, excluding holidays. Please note that your completed application must be submitted to the Human Resource Department by March 15, 2021, at 5:00 pm. Should you have any questions, feel free to contact me at 937-296-2446 or by email at jenny.smith@ketteringoh.org.

Sincerely,

A handwritten signature in cursive script that reads "Jenny Smith".

Jenny Smith
Human Resource Manager
Attachments



CITY OF KETTERING

DEPARTMENT OF HUMAN RESOURCES

Recruitment Announcement
PUBLIC SAFETY DISPATCHER
(LATERAL ENTRY)
Post Through March 15, 2021

GENERAL

The City of Kettering is recruiting for experienced candidates to fill current and future full-time Dispatcher vacancies in our Police/Fire Dispatch Center. This position is responsible for the effective, efficient operation of the Public Safety emergency communications equipment. Dispatchers may work independently or under general supervision. The Public Safety Dispatcher works with at least one other dispatcher during the normal shift and performs other related duties as required.

DISTINGUISHING FEATURES OF THE POSITION:

Duties include receiving incoming calls, obtaining essential data, evaluating the situation and initiating the appropriate responses. Dispatchers have a high visibility for their actions and decisions as performance is recorded. All dispatchers must be available for assignment to any shift covering the 24-hour period of operation, including holidays and weekends. Dispatcher work is stationary and requires sitting at a console for extended periods. Dispatchers must obtain a thorough operating knowledge of the Ohio Law Enforcement Automated Data Systems (LEADS) or other required computer systems, including Emergency Computer Aided Dispatch (CAD), and must be able to code messages, enter messages or inquire into the system as necessary. Public Safety Dispatchers must also perform Emergency Medical Dispatching (EMD), giving post-dispatch instructions to callers in order to aid persons needing medical assistance and as such must be proficient in EMD methods and practices and show proficiency in use of EMD practices.

QUALIFICATIONS:

Graduation from high school or its equivalent is required, or any equivalent combination of experience and training that provides the required skills, knowledge and abilities. Applicants must have a minimum of one-year continuous service as a Public Safety Dispatcher occurring within the past two years and must have successfully completed their probationary period. Candidates must have knowledge of contemporary electronic emergency communications and records equipment in the response to citizens' calls for both emergency and non-emergency assistance. Applicants must have excellent listening and retention skills, a clear speaking voice and possess logical thought process. Applicants must have the ability to work well under pressure and have the ability to learn the operation of Kettering's Dispatch Center. Candidates must exhibit the ability to remain calm in emergency situations, deal pleasantly with irate and emotional callers and maintain efficient operations at all times.

Candidates must be available to work hours in addition to a normal shift. Candidates may also be required to ride along in a marked patrol car with a Patrol Officer or ride in various fire apparatus with a Firefighter/Paramedic to gain familiarity with police/fire procedures and to gain knowledge of the geography of the City. Due to the nature of the work, all candidates will be required to submit to a comprehensive police background investigation, including but not limited to polygraph examinations, medical examination, drug screen and a psychological assessment prior to appointment.

COMPENSATION

Salary range is \$26.43/hr. to \$34.81/hr. Entry rate is contingent upon the candidate's related experience, skills, knowledge, and abilities. Excellent benefits.

TO APPLY

Candidates interested in this employment opportunity, should submit an **Application, Resume and Cover Letter** including a brief overview of relevant work experience and education, by **5:00 PM on March 15, 2021** to: Director of Human Resources, Kettering Government Center, 3600 Shroyer Rd, Kettering, OH 45429-2799, Fax: 937-296-3371 or to: ketteringhumanresources@ketteringoh.org. Please visit www.ketteringoh.org for additional information.

EQUAL OPPORTUNITY EMPLOYER



CITY OF KETTERING

POLICE DEPARTMENT

LATERAL ENTRY PUBLIC SAFETY DISPATCHER PROCESS



Ethics

Courage

Excellence

SELECTION PROCESS

The Public Safety Dispatcher hiring process consists of the following:

- Scored Oral Exam
- Oral Board Interview
- Polygraph and Background Investigation
- Executive Staff (Chief's) Interview
- Conditional Offer of Employment
- Post-Conditional Polygraph, Psychological Evaluation, Physical/Drug/Alcohol Test
- Final Offer of Employment

SALARY & BENEFITS

2020 Minimum Annual: \$54,974

Maximum with Degree: \$72,405

Current benefits include:

- Comprehensive Health, Dental and Vision Plans
- Accrued Vacation, Sick and Compensatory Time
- 10 Paid Holidays and 4 Paid Personal Days
- Education Assistance
- Paid Overtime per Court Appearance
- Ohio Public Employees Retirement System
- Deferred Compensation Plans
- Employee Wellness Program with Access to City of Kettering Recreation Facilities
- Annual Paid Uniform Allowance
- Shift Differential

MINIMUM QUALIFICATIONS

At the time of application, candidates must have a high school diploma or its equivalent and have a minimum of one-year continuous service as a public safety dispatcher occurring within the past two years and must have successfully completed their probationary period.



Information or Questions

Please contact Human Resources at
ketteringhumanresources@ketteringoh.org or 937-296-2446
or the KPD Personnel & Training Unit at
join.kpd@ketteringoh.org or 937-296-2578.

The City of Kettering is an Equal Opportunity Employer



CITY OF KETTERING

Application for Employment

POSITION: _____

Full-Time _____
Part-Time _____
Temporary _____

BASIC EMPLOYMENT DATA			
A. GENERAL INFORMATION			
Name: _____			
Address: _____			
	City	State	Zip Code
Phone No. _____	Work Phone No. _____		
Cell/Other _____	E-Mail Address _____		
Social Security No. _____			
Military Service? YES _____ NO _____ (If yes, indicate branch, inclusive dates of service and rank at discharge.)			

Do you have a valid Ohio Driver's License? YES _____ NO _____ (If yes, indicate type of license.)			
Operator's _____ Commercial Driver's License _____			
State here any additional information required to answer the above questions adequately or that you feel would be helpful for pre-employment inquiry. _____			

Are you related to any City employee? YES _____ NO _____ If so, who is the City employee or part-paid volunteer firefighter and what is the relationship? _____			
Are you a minor (under 18) child or stepchild of a current City of Kettering employee or part-paid volunteer firefighter? YES _____ NO _____			
If yes, name of employee or part-paid volunteer firefighter _____			

B. EDUCATION AND TRAINING											
Circle the highest school grade completed.											
<u>High School</u>					<u>College</u>						
9	10	11	12	13	14	15	16	17	18	19	20
Degrees obtained or areas of study: _____											
List any job-related schools attended or vocational training received: _____											

**C. PAST WORK EXPERIENCE
(List most recent first)**

Month From	Year To	Month To	Year	Title of Your Position	Annual Salary
Name of Employer: _____					
Nature of Duties: _____					
Reason for Leaving: _____					
Month From	Year To	Month To	Year	Title of Your Position	Annual Salary
Name of Employer: _____					
Nature of Duties: _____					
Reason for Leaving: _____					
Month From	Year To	Month To	Year	Title of Your Position	Annual Salary
Name of Employer: _____					
Nature of Duties: _____					
Reason for Leaving: _____					
Attach additional sheet of paper if necessary to report experience adequately or if you wish to include volunteer work experience.					

**D. REFERENCES
(Relatives are not acceptable references)**

Name & Title	Occupation	Address	Phone
1.			
2.			
3.			
4.			

CERTIFICATION: I hereby certify that all the information I have provided on BOTH SIDES of this application form is true, complete and correct to the best of my knowledge and belief, and is made in good faith. I agree and understand that all statements made by me are subject to being investigated for verification. I further agree and understand that any omissions or misstatement of facts contained in this application may disqualify me for any employment or result in my removal from employment with the City of Kettering.

Signature of Applicant

Date

EQUAL OPPORTUNITY EMPLOYER

As an Equal Opportunity Employer, the City of Kettering is committed to give equal consideration to all applicants without regard to race, color, religion, gender, age, national origin, ethnic heritage, or disability.

**CITY OF KETTERING
LATERAL ENTRY PUBLIC SAFETY DISPATCHER
WORK/EXPERIENCE QUESTIONNAIRE**

Applicant's Name: _____

Please print legibly and answer the following questions as completely as possible. You may attach additional pages if necessary.

1. This is a lateral entry process and as such, candidates must have a minimum of one (1) year of continuous service occurring within the past two years and demonstrated success as a police, fire or joint public safety dispatcher with a public sector agency. Candidates for lateral entry consideration must have successfully completed their probationary period. Do you meet this requirement? **Yes** ___ **No** ___

2. How many years of experience have you had as a **full-time** Public Safety Dispatcher?

Public Sector Agency	Date of Entry	Date of Separation

3. Why does the Public Safety Dispatcher position at the City of Kettering interest you?

4. If you are currently employed, please describe your current position, including details of daily jobs and total amount of responsibility.

5. If you are currently employed, please tell us why you are interested in leaving your current position.

6. What were the overall ratings you received in your last 2 performance evaluations? Please indicate the period of time each covered.

7. Have you ever received disciplinary action of record? Please describe.

8. Where did you receive your Public Safety Dispatcher training?

9. Please list any certifications you have acquired that are relevant to the Public Safety Dispatcher position and through which agency you received those certifications.

10. Describe your training/experience with computers.

11. Please describe below any other experiences, training or education that would make you a good candidate for the position of Public Safety Dispatcher.

12. Are you available for assignment to any shifts covering the 24-hour period of operation of the Dispatch Center, including days, evenings, holidays, weekends? Yes_____ No_____
13. Are you willing and able to work occasional overtime? Yes_____ No_____
14. Describe any scheduling limitations you may have.

CERTIFICATION: I hereby certify that all the information I have provided on this questionnaire is true, complete and correct to the best of my knowledge and belief, and is made in good faith. I agree and understand that all statements made by me are subject to being investigated for verification. I further agree and understand that any misstatement of facts contained in this questionnaire may disqualify me for any employment or result in my removal from employment with the City of Kettering.

Signature of Applicant

Date



EQUAL EMPLOYMENT OPPORTUNITY STATISTICAL SUPPLEMENT

PLEASE DO NOT PLACE YOUR NAME ON THIS FORM.

Applicants for employment are requested, but not required, to provide the following supplementary data. Availability of this data assists in the maintenance of an Equal Employment Opportunity Program. Please DO NOT place your name on this form. THIS FORM IS VOLUNTARY AND DOES NOT AFFECT YOUR EMPLOYMENT STATUS.

1. Position: <input type="checkbox"/> Public Safety Dispatcher <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary	2. Date of Application: ___/___/2021 mo day year	3. Sex: <input type="checkbox"/> M <input type="checkbox"/> F
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4. Race or Ethnic Origin:

White (not of Hispanic Origin)
 A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

Black (not of Hispanic Origin)
 A person having origins in any of the Black racial groups of Africa.

Hispanic
 A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

Asian or Pacific Islander
 A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, India, Japan, Korea, the Philippine Islands, and Samoa.

American Indian or Alaskan Native
 A person having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

Other (Two or More Races)
 A person who identifies with two or more of the above race/ethnicity categories.

PLEASE RETURN TO:

City of Kettering
 Human Resource Department
 3600 Shroyer Road, Kettering, OH 45429
 FAX: 937-296-3371

KETTERING POLICE DEPARTMENT
PUBLIC SAFETY DISPATCHER

GENERAL STATEMENT OF DUTIES:

This position is responsible for the effective, efficient operation of the Public Safety emergency communications equipment. On-the-job training is provided until the employee is fully qualified to perform independently. After completion of the training program, the employee performs highly responsible work in dispatching public safety services to include, Police, Fire and EMS services. Dispatchers may work independently, or under general supervision. The dispatcher works with at least one other dispatcher during the normal shift. Performs other related duties as required.

DISTINGUISHING FEATURES OF THE POSITION AND EQUIPMENT USAGE:

Duties include receiving incoming calls, obtaining essential data, evaluating the situation and initiating the appropriate response. All dispatchers must display and exercise a high degree of judgment in dispatching crews, providing information to callers and/or referring callers to an alternative source. Dispatchers must be able to multi-task, as they are often required to perform multiple activities simultaneously and work with frequent interruption. Dispatchers have a high visibility for their actions and decisions -- performance is recorded. In addition, as dispatchers have access to sensitive information that is protected by law, they must perform their work with a high degree of ethics. Dispatchers must obtain a thorough operating knowledge of Computer Aided Dispatch (CAD) and other required computer systems as required. All dispatchers must be available for assignment to any shifts covering the 24-hour period of operation, including holidays and weekends. Dispatcher work is stationary in nature and requires sitting at a console for extended periods. Dispatchers are often the only contact citizens have with the Police or Fire Department, and as such their demeanor and competence in handling calls from the public combine to form what is often the first impression that people have of the Police and Fire Department and the City.

Operates standard telephone equipment, employing multiple incoming/outgoing and direct lines service, including the operation of E-9-1-1 and a TDD unit. Dispatchers also operate audio/visual monitoring systems. Dispatchers must obtain a thorough operating knowledge of the Ohio Law Enforcement Automated Data System (LEADS) or other required computer systems including Emergency Computer Aided Dispatch (CAD) and must be able to code messages, enter messages, or inquire into the system as necessary. Public Safety dispatchers must also perform Emergency Medical Dispatching (EMD), giving post dispatch instructions to callers in order to aid persons needing medical assistance and as such must be proficient in EMD methods and practices and show proficiency in use of EMD practices.

EXAMPLES OF WORK: (Illustrative only. The listed functions may not include all of the tasks that may be performed.)

Answers telephone calls from the E-9-1-1 system and other incoming telephone lines and assists citizens with information, advice or referrals to a variety of police/fire or other related services.

Answers telephone calls for emergency service (non E-9-1-1) as the result of injury or illness, fires, complaints and potentially dangerous situations. Also, assists citizens with information, advice or referrals to alternative agencies as needed.

Answers telephone calls for emergency service as the result of automobile accidents, criminal incidents, fires, neighborhood or family disturbances, complaints, medical emergencies, potentially dangerous situations, violations of statutes, and general assistance.

Performs Emergency Medical Dispatching (EMD), giving post-dispatch instructions to callers in order to aid persons needing medical assistance.

Determines urgency of calls from citizens, records relevant information and dispatches the appropriate police/fire assistance, rescue and/or emergency medical units.

Operates a multi-channel radio in order to receive information, contact and/or dispatch apparatus/units.

Prioritizes calls received and dispatches all necessary units to the scene.

Operates computers using both standard office software and special application programming.

Monitors a number of radio frequencies and evaluates communications in order to determine how that information may relate to this community.

Operates and maintains multi-channel, digital recording device for incoming and outgoing telephone calls, radio transmissions and intercom calls.

Monitors and utilizes the LEADS/NCIC teletype system, receiving, entering or making inquiries regarding information as necessary.

Enters information into the CAD system using a computer keyboard regarding units dispatched, the status of personnel and/or equipment and requests for additional units.

When CAD system is inoperable, utilizes manual methods of dispatching.

Utilizes reference materials, such as maps and street locators and relays necessary information to dispatched units.

Receives and monitors severe weather and /or potential disaster warnings on tone encoded monitors.

Utilizes the electronic alerting system for emergency company notification.

Utilizes various paging systems to send messages to personnel and citizens, if necessary.

Maintains audio/visual monitoring of municipal building, court building and jail compounds.

Operates and controls electronic security lock system within municipal building, court building and jail block.

Creates, maintains and searches warrants and TPO files, as well as maintains key box and all spare keys.

Checks and maintains various pieces of equipment, such as emergency lights, alarms, auxiliary radios, etc.

Answers calls for service and assistance on TDY (tele-deaf) machine, converses with speech and hearing impaired subjects on the TDY machine and dispatches emergency crews or other assistance as needed.

Testifies in court or supplies written depositions when needed.

Monitors traffic cameras.

Performs other related duties as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Knowledge of:

- operations and services of the Police and Fire department,
- geographic features and streets within the service area,
- office and communication procedures, practices, and equipment,
- correct English usage, spelling, punctuation and grammar,
- Camera systems, court monitoring system,
- TDD/TTY system,
- LEADS/NCIC system,
- Emergency medical dispatching,
- Radio channels,
- Code Red Program,
- Evacuation procedures.

Skill to:

- perform public safety dispatch, mentally organize and prioritize calls of an emergency nature under stressful conditions,
- operate public safety and 9-1-1 communications equipment and standard office equipment,
- operate a mechanical keyboard (typewriter or computer), keying in information in report format,
- read and interpret CAD system responses,
- Patience.

Ability to:

- acquire, in a reasonable period of time, a working knowledge of appropriate terminology,
- acquire familiarity with the layout and geography of the City, Kettering streets and major buildings, and to become familiar with the areas adjacent to Kettering boundaries,
- hear well enough and listen carefully to distinguish between pertinent and extraneous information in an emergency situation,
- recall important information obtained from callers about emergencies,
- speak clearly and concisely,
- exhibit mental alertness,
- understand and execute clear oral and written instructions,
- make decisions in the absence of clear cut guidelines,
- deal effectively with irate or upset citizens,
- remain calm and exercise good judgment in stressful situations,
- remember and recall information on the status of dispatched units, descriptions provided, or other data either unavailable or not readily available on computer screens,
- evaluate information, make reasonable decisions and translate those decisions into an appropriate response,
- monitor multiple radio and/or telephone conversations simultaneously,
- sit for long periods of time,
- read computer display screens and distinguish between different colors illustrated on CAD and other equipment used,
- type at a speed necessary for successful job performance,
- Learn from past calls and team members,
- Multitask.

ACCEPTABLE EXPERIENCE AND TRAINING:

A high school graduate level of ability in English, grammar, math and spelling, or any equivalent combination of training, education and experience which provides the required knowledge, skills and abilities is necessary. Some degree of aptitude for filing, typing and cataloging information is necessary. Regular and predictable attendance required.

OTHER REQUIREMENTS:

All dispatchers must be available for assignment to any shifts covering the 24-hour period of operation, including Saturdays, Sundays and holidays. May be required to work hours in addition to a normal shift. May be required to ride along in a marked patrol car with a police officer or ride along in various fire apparatus with a firefighter to gain familiarity with police/fire procedures and the geography of the city. Due to the nature of the work, all candidates will be required to submit to a police background investigation, polygraph examination and a psychological assessment prior to appointment.

Approved: _____



Date: 2/8/2021