

CIVIL SERVICE ANNOUNCEMENT COMMUNICATIONS OPERATOR

The Springfield Civil Service Commission announces an **OPEN-COMPETITIVE** examination for the **CLASSIFIED** position of **COMMUNICATIONS OPERATOR**.

LAST DATE FOR FILING APPLICATION: February 12, 2010, Before 5:00 PM

PLACE OF FILING APPLICATION: Personnel Department , 3rd Floor, City Hall
76 E. High St., Springfield, OH 45502

PAY RANGE: \$ 14.75 - \$ 19.81 per hour

DATE, TIME & PLACE OF EXAMINATION: To Be Announced

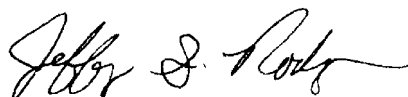
EXAMINATION CUT-OFF SCORE: 70%

TESTING PROCESS: The testing process for this position will be accomplished in three steps. The first step will involve a written, basic skills test. The cut-off score on this test will be 70%. Those candidates achieving the cut-off score will be scheduled to participate in the second step, a typing skills test. Candidates will be required to type at 40 Net Words per Minute to pass this second step. Candidates who continue to step three will take an additional assessment designed to measure aptitudes and abilities for Communications Operator/Dispatcher tasks. The cut-off score on this assessment will be 70%. All candidates achieving passing scores on the third assessment will be placed on the eligible list for this position classification. The score on the third assessment will serve to rank all candidates on the list.

This position involves emergency dispatch services for the Springfield Police and Fire/Rescue Divisions, and involves dispatching units in response for calls for service. This position also involves computer communications work involving various radio, teletype, telephone, computer and record-keeping tasks. This position requires the ability to work any shift assignment (day, evening, night) and the ability to work holidays, weekends and mandatory overtime, as required.

APPLICANTS MUST POSSESS: High School education or equivalent with some college level coursework preferred. Requires the ability to operate a two-way radio, teletype, computer terminal and tape recorder and to type 40 Net Words per Minute. Requires excellent hearing and eyesight and the ability to speak clearly, to read maps and remember street locations, to remain calm in emergency situations and work under stressful conditions; to elicit correct and complete information from excited callers, to assimilate a variety of information and prioritize work accordingly, and to keep, store, and retrieve accurate records.

CREDIT FOR MILITARY SERVICE: Applicants who have been Honorably Discharged from Active Duty in the Armed Forces of the United States are eligible to receive an additional credit of 20% of their cumulative passing score. Proof (i.e. a copy of the Honorable Discharge certificate or the DD-214 specifying an Honorable Discharge) must be submitted with the application. **NO CREDIT WILL BE GIVEN IF PROOF IS SUBMITTED AFTER THE FILING DEADLINE.**



Jeffrey G. Rodgers
Personnel Director

EQUAL OPPORTUNITY/DISABLED EMPLOYER

1/28/10