

South Summit Council of Governments

4200 Massillon Road, Suite 100
North Canton, Ohio 44720

NOTICE OF EMPLOYMENT OPPORTUNITY

The South Summit Council of Governments is announcing the acceptance of applications for the positions of Full Time Dispatch Supervisor, Full Time Dispatcher and Part Time Dispatcher.

The South Summit Council of Governments (SSCOG) is establishing a new regional dispatch center known as South Summit Dispatch Center (Dispatch). This new dispatch center has the need to fill multiple positions in each of the categories listed above.

The SSCOOG is committed to providing the highest quality of service to the Communities we serve. In order to achieve this level of service we shall endeavor to employ the best suited and most qualified persons for all available positions.

See the attached job descriptions for details of each position and the full list of qualifications.

All applicants will be required to submit a current resume along with their application.

All applicants are subject to a complete background investigation, including examination of criminal record /driving record; drug testing; physical, medical, psychological testing, polygraph examination; and other requirements as may be necessary to evaluate the applicant.

At a minimum each applicant will submit to the following:

- all applicants will be required to take an online dispatcher assessment provided by Pradco.
- all applicants will be fingerprinted for criminal history as required for LEADS certification.
- all applicants will have a driver's license check to determine driving status.
- all applicants must submit to a pre-employment drug screen.

In addition to the aforementioned pre-employment testing, applicants may be required to participate in one (1) or more interviews as determined by the hiring committee.

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The salary range for Full Time and Part Time dispatcher is \$21.15 to \$23.11 per hour depending on qualifications.

The salary range for Fulltime Dispatch Supervisor is \$23.12 to \$25.36 per hour depending on qualifications.

Application packets will be available on the City of Green and City of New Franklin's websites beginning Friday March 26, 2021 at 8:30 am.

Completed applications and resumes must be submitted to the City of Green Fire Chief's office, 4200 Massillon Rd. North Canton (Green), Ohio 44720 or City of New Franklin Police Chief's office, 5611 Manchester Rd. New Franklin, Ohio 44319 no later than 4pm on Friday April 9, 2021.

Applications received after the deadline will not be considered.

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JOB DESCRIPTION: EMERGENCY SERVICES DISPATCHER

EMPLOYMENT STATUS: Full or Part Time, Non-exempt

REPORTS TO: Shift Supervisor and Dispatch Manager

JOB SUMMARY:

All Full and Part Time Emergency Services Dispatchers (Dispatcher) are responsible for public safety telecommunications work in the South Summit Dispatch Center under the direct supervision of a Shift Supervisor and/or the Dispatch Manager. The Dispatcher receives all incoming emergency and non-emergency calls and communications for all Police, Fire and Emergency Medical Services (EMS) served by the South Summit Dispatch Center. The Dispatcher shall direct all requests for service to the appropriate agency either by radio, phone or other means as approved by such agency. Accurately records all incoming information to the appropriate operating system and disseminates essential information to the appropriate agency as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receives telephone calls from citizens or agencies requesting services or general information.
- Obtains accurate information from callers and determines appropriate response to be taken.
- If an agency response is required, a call for service shall be initiated in the CAD system under the appropriate agency with all essential information being accurately recorded.
- Responsible for accurately dispatching the appropriate Police, Fire or EMS personnel to the proper location based on the caller information.
- Records activity logs, reports or other information as needed for each agency either manually or electronically.
- Provides Emergency Medical Dispatch (EMD) to callers to assist injured or ill persons until the appropriate Emergency service arrives.
- Utilizes the Law Enforcement Automated Data System (LEADS) to obtain vital information to relay to Police Officers necessary for their safety; license registration, driver's license information, CCW permits, wanted persons, etc.
- Utilizes LEADS to input data for state or nationwide for; wanted persons, missing persons, stolen vehicles, etc.
- Effectively operates radio communications equipment and accurately relays essential information to the appropriate emergency personnel.
- Responsible for maintaining communications with emergency units and performing status checks as required.
- Coordinates Mutual and Auto Aid with other agencies as needed.
- Coordinates with other agencies as required for other assistance; Portage Lakes State Park and Summit Metro Parks Rangers, Summit County Sheriff's Department, local, county and state road departments, public utility companies, etc.

South Summit Council of Governments

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- Operates paging, public address and alerting systems to provide proper information to emergency personnel.
- Monitors and operates various intercom and surveillance equipment.
- Receives non-emergency, general information calls and provides requested information or re-direct callers to appropriate source.
- Assists frightened, troubled, incoherent, irrational and angry people with courtesy, calmness and authority.
- Maintains work records, addresses, phone numbers and other reference materials necessary to carry out their telecommunication responsibilities.
- Responsible for typing and filing Police, Fire and EMS reports as assigned by superiors.
- Must perform other duties assigned by supervisors requiring similar skills.

KNOWLEDGE, SKILLS AND ABILITIES:

- Able to work in a confined area with few breaks and little supervision.
- Capable of maintaining alertness, sensitivity and good judgment under prolonged pressure in an emergency atmosphere.
- Ability to use communication devices including, but not limited to computers, telephones and radios.
- Able to work evenings, nightshifts, weekends and holidays.
- Able to speak English fluently, and accurately communicate instructions and relevant information during emergency situations.
- Basic computer skills are necessary inclusive of Microsoft Office and Windows.
- Perform extensive data entry and data retrieval from all information systems used.
- Able to calmly make quick and accurate decisions in emergency and stressful situations.
- Ability to multitask simultaneously using multiple operating systems.
- Must be able to develop and maintain a good working relationship with Peers.
- *Familiarity with the geographical layout of the jurisdictions covered by the Dispatch Center and the location of buildings including schools, hospitals and businesses.
- *Familiarity with the rules and regulations of the Police, Fire and EMS Departments and applicable laws and ordinances.
- *Knowledge of local government, community and service agencies and their key personnel.
- *Knowledge of Police operations, districts, phonetic alphabet, Fire/EMS terminology and operations.
- *Able to learn how to operate sophisticated communications equipment, such as LEADS computer terminal.
- *Must be able to discreetly maintain confidential and protected information as required by law.

** learned after employment begins.*

South Summit Council of Governments

4200 Massillon Road, Suite 100
North Canton, Ohio 44720

QUALIFICATIONS:

This work is performed indoors and is mostly sedentary in nature but is subject to periods of high stress and pressure, therefore will involve exposure to high noise levels of radios, telephones, alarms and voices and will require the use of headphones for effective communications.

- Must be at least eighteen (18) years of age.
- Must be able to accurately type at least 30 words per minute.
- Basic computer skills are required, preferably with the Microsoft Suite.
- Phone experience preferred.
- Vision in the normal visual range with or without correction with vision sufficient to read computer screens and printed documents and to operate equipment.
- Hearing in the normal audio range with or without correction for telephone, radio, verbal communication, alarms, tones, bells.
- Must have clear and distinct speaking voice using telephone, radio, and personal contact.
- Must possess a valid Ohio driver's license and maintain such throughout the duration of employment.
- Must not have any criminal convictions prior to employment. Any convictions after employment can be grounds for termination depending on the type and severity of crime.
- Must submit to pre-employment drug test and be subject to random drug tests for the duration of employment.
- Physical nature of job is considered light duty work and will consist of long durations of sitting, upward and downward flexion of neck, side-to-side turning of neck, fine finger dexterity, lifting of objects weighing up to 10 pounds, occasional standing, walking, bending, kneeling and squatting.

EDUCATION and CERTIFICATIONS:

- High school diploma or GED is required for employment consideration.
- LEADS and EMD certifications will be required within the first six months of employment.
- CPR (bystander BLS) shall be obtained within the probationary period.
- NIMS 100 and 700 shall be obtained within the probationary period.

All the above certifications shall be maintained current throughout the duration of employment.

Other certifications or training may be required by the employer as they relate to the job functions.

South Summit Council of Governments

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JOB DESCRIPTION: EMERGENCY SERVICES DISPATCH SHIFT SUPERVISOR

EMPLOYMENT STATUS: Full Time, Non-exempt

REPORTS TO: Dispatch Manager and/or Board of Directors

JOB SUMMARY:

Under the direction of the Dispatch Manager, the Shift Supervisor functions as the lead dispatcher of their assigned shift and is the direct supervisor of all on duty dispatch personnel. May also be required to make supervisory decisions for other shift personnel in the absence of their assigned supervisor. The Shift Supervisor assists with planning and operations of the dispatch center and maintains schedules to ensure the dispatch center is adequately staffed at all times. Performs other duties as assigned by the Dispatch Manager and/or Board of Directors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **In addition to performing all of the functions of a dispatcher, the Shift Supervisor is responsible for:**
- Directly supervises and coordinates daily activities of dispatch personnel assigned to their shift.
- Oversees proper use of all dispatch related equipment and ensures all such equipment is maintained in proper operating condition. Reports any equipment or systems malfunctions immediately to the Dispatch Manager.
- Assist with the scheduling and attendance of all dispatch personnel and maintains proper records as they relate to employee attendance.
- Assists with and reviews all employee payroll records to ensure timely submittal for each pay period.
- Responsible for the conduct of personnel and maintains a professional atmosphere by all on duty personnel.
- May administer minor disciplinary action and assists the Dispatch Manager in the disciplinary process for more serious infractions.
- Ensures all dispatch records are maintained and kept up to date as required by law or policy from the departments being served by the dispatch center.
- Maintains working knowledge of all dispatch related policies and procedures and ensures all personnel assigned to them are current with such policies and procedures.
- Responsible for the training and continued development of dispatchers assigned to their shift.
- Prepares and submits reports to the Dispatch Manager and/or Board of Directors as may be requested.
- Attends conferences and trainings as required by management.
- Coordinates with the other Shift Supervisors to maintain consistent operations and communications across all shifts.

South Summit Council of Governments

4200 Massillon Road, Suite 100
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- Investigates citizen and personnel complaints and responds with appropriate resolution. If not able to resolve at the Supervisor level, such problem will be forwarded to the Dispatch Manager for assistance.
- Provides for EMD Quality Assurance reviews and feedback based on EMD program guidance.
- Assists with State of Ohio yearly wireless audits.
- Assists with State of Ohio monthly wireless statistics.
- Assists with annual performance evaluations of dispatchers.
- May be required to fill in on another shift as required by management.
- Performs other duties as may be assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of supervisory and management practices, policies and procedures.
- Able to work in a confined area with few breaks and little supervision.
- Capable of maintaining alertness, sensitivity and good judgment under prolonged pressure in an emergency atmosphere.
- Ability to use communication devices including, but not limited to computers, telephones and radios.
- Able to work evenings, nightshifts, weekends and holidays.
- Able to speak English fluently, and accurately communicate instructions and relevant information during emergency situations.
- Basic computer skills are necessary inclusive of Microsoft Office and Windows.
- Perform extensive data entry and data retrieval from all information systems used.
- Able to calmly make quick and accurate decisions in emergency and stressful situations.
- Ability to multitask simultaneously using multiple operating systems.
- Must be able to develop and maintain a good working relationship with Peers.
- *Familiarity with the geographical layout of the jurisdictions covered by the Dispatch Center and the location of buildings including schools, hospitals and businesses.
- *Familiarity with the rules and regulations of the Police, Fire and EMS Departments and applicable laws and ordinances.
- *Knowledge of local government, community and service agencies and their key personnel.
- *Knowledge of Police operations, districts, phonetic alphabet, Fire/EMS terminology and operations.
- *Able to learn how to operate sophisticated communications equipment, such as LEADS computer terminal.
- *Must be able to discreetly maintain confidential and protected information as required by law.

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QUALIFICATIONS:

This work is performed indoors and is mostly sedentary in nature but is subject to periods of high stress and pressure, therefore will involve exposure to high noise levels of radios, telephones, alarms and voices and will require the use of headphones for effective communications.

- Must be at least eighteen (18) years of age.
- Must have a minimum of five (5) years' experience as an emergency services dispatcher.
- Must be certified in EMD,
- Must be able to accurately type at least 30 words per minute.
- Basic computer skills are required with the Microsoft Suite.
- Vision in the normal visual range with or without correction with vision sufficient to read computer screens and printed documents and to operate equipment.
- Hearing in the normal audio range with or without correction for telephone, radio, verbal communication, alarms, tones, bells.
- Must have clear and distinct speaking voice using telephone, radio, and in person contact.
- Must possess a valid Ohio driver's license and maintain such throughout the duration of employment.
- Must not have any criminal convictions prior to employment. Any convictions after employment can be grounds for termination depending on the type and severity of crime.
- Must submit to pre-employment drug test and be subject to random drug tests for the duration of employment.
- Physical nature of job is considered light duty work and will consist of long durations of sitting, upward and downward flexion of neck, side-to-side turning of neck, fine finger dexterity, lifting of objects weighing up to 10 pounds, occasional standing, walking, bending, kneeling and squatting.

Must become certified within 90-day probation in LEADS/CCH, EMD-Q and CPR.

South Summit Council of Governments

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APPLICATION FOR EMPLOYMENT

The South Summit Council of Governments (SSCOG) is an employer with a standing policy of non-discrimination. All qualified applicants are accorded an opportunity for employment or promotion without regard to race, religion, color, national origin, ancestry, disability, medical condition, sexual orientation, marital status, sex or age.

Position applying for: _____ Date: _____

Type of employment desired: Fulltime Part-time

Last Name		First Name		Middle Name
Address	Street	City	State	Zip Code
Home Phone		Cell Phone	Personal Email	

Are you age 18 or over? Yes No

Do you have a valid Ohio Driver's License? Yes No

Driver's License Number: _____ Expiration Date: _____

Have you ever been discharged or requested to resign from a position? Yes No

If yes, explain: _____

Are you legally eligible to work in the United States? Yes No

Have you ever had any type of certification, license or registration revoked or suspended?

Yes No If yes, explain: _____

Are you now, or have you ever been a member of a state retirement system in Ohio? Yes No

If yes, which one? _____

Have you ever served in the U.S. Armed Services? Yes No

If yes, what branch: _____ Were you Honorably discharged? Yes No

Describe any special training: _____

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Note that SSCOG will conduct a criminal background check as permitted by law and that Ohio and Federal law may disqualify an individual with a criminal history from being employed in the position applied for.

EDUCATION

Type	School Name and Address	Years Completed	Graduated	Degree/Major
High School/GED		1 2 3 4	Yes No	
College		1 2 3 4	Yes No	
Post Graduate		1 2 3 4	Yes No	
Business/Trade School		1 2 3 4	Yes No	

SKILLS

Computer Skills: Windows Microsoft Office Microsoft Word Excel Access

Office Skills: Typing _____ wpm Filing Accounting Telephone Systems
 Copier Data Entry Dictation Equipment

Please list any special skills you have that may benefit you or the employer for the position applied for:

EMPLOYMENT HISTORY

List below current and last three employers, starting with the most recent first.

Employer: _____ Telephone number: _____

Address: _____
Street City State Zip code

Job Title: _____ Name of Supervisor: _____

Dates of Employment: _____ to _____ May we contact employer? Yes No

If no, please explain: _____

Describe responsibilities: _____

Reason for leaving: _____

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South Summit Council of Governments

4200 Massillon Road, Suite 100
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Employer: _____ Telephone number: _____

Address: _____
Street City State Zip code

Job Title: _____ Name of Supervisor: _____

Dates of Employment: _____ to _____ May we contact employer? Yes No

If no, please explain: _____

Describe responsibilities: _____

Reason for leaving: _____

Employer: _____ Telephone number: _____

Address: _____
Street City State Zip code

Job Title: _____ Name of Supervisor: _____

Dates of Employment: _____ to _____ May we contact employer? Yes No

If no, please explain: _____

Describe responsibilities: _____

Reason for leaving: _____

Employer: _____ Telephone number: _____

Address: _____
Street City State Zip code

Job Title: _____ Name of Supervisor: _____

Dates of Employment: _____ to _____ May we contact employer? Yes No

If no, please explain: _____

Describe responsibilities: _____

Reason for leaving: _____

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REFERENCES

List three (3) individuals we may contact whom you have known for at least one year, excluding relatives.

Full Name & Address

Relationship

Phone

Years Acquainted

1. _____

2. _____

3. _____

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South Summit Council of Governments (SSCOG)

Pre-employment Inquiry

I, _____, hereby certify that I have read and fully understand the questions asked in this application and I certify that all answers given are true, complete and correct. I also understand the omission and/or misrepresentation of any information provided on this application or that I have stated in any interview will be cause for immediate dismissal.

I understand that investigative background inquiries may be made regarding my work habits, performance, experience, character, education, credit, driving, civil and criminal records. Such information may be requested from various state, federal and other agencies, including previous employers who may maintain records regarding my past activities.

I expressly authorize, without reservation the SSCOG, its representatives, employees or agents to verify the accuracy of all information provided by me. I hereby waive any and all rights and claims I may have for the SSCOG to seek, gather and use truthful and non-defamatory information, in a lawful manner, in the employment process and for anyone furnishing such information about me.

I understand the SSCOG may elect to contract with an independent investigative service and that the Fair Credit Reporting Act will be complied with, if, where and when applicable.

I also understand that if employed by SSCOG I may be required to drive for certain occasions and I must have and maintain a current Ohio Driver's License and maintain insurability as required by law.

I understand that the SSCOG does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting or eliminating any applicant from consideration for employment on any basis prohibited by applicable law.

If hired, I agree to abide by all of the SSCOG policies and procedures. I understand that if employed, I may resign at any time, with or without prior notice, except when required by law.

I acknowledge this application does not constitute an offer of employment, any type of agreement or contract for employment for any specified period or definite duration.

By signing below, I acknowledge my understanding of the above and that any offer of employment, if made, will be contingent upon successful completion of all pre-employment testing to include, but not limited to a physical and a pre-employment drug screen at the discretion of the SSCOG as a potential employer. I understand further that if hired, my employment is "at will" and may be terminated at the option of the employer.

Applicant's Signature: _____ Date: _____

Applicant's SSN: _____ Applicant's Birthdate: _____

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