

**CITY OF NORTH OLMSTED  
PART TIME EMERGENCY DISPATCHERS**

The City of North Olmsted Police Department is seeking Part Time Emergency Dispatchers. The starting salary and job description are listed below. Qualified candidates may mail or email their resume, salary history, references, and a completed City application located on the City's website under Human Resources Department.

**City of North Olmsted  
Department of Human Resources  
5200 Dover Center Road  
North Olmsted, Ohio 44070  
e-mail: [vanschoork@north-olmsted.com](mailto:vanschoork@north-olmsted.com)  
EOE**

**CITY OF NORTH OLMSTED  
JOB DESCRIPTION**

**GENERAL DESCRIPTION:**

Under general supervision, receives requests for assistance and directs emergency calls; obtains information necessary to assess the situation, and dispatches personnel to render needed assistance; conducts pre-arrival instructions and EMS calls; confers with emergency personnel to verify accuracy of information; enters data into database and assists with the maintenance of records.

**QUALIFICATIONS:** An example of acceptable qualifications:

Completion of secondary education (high school diploma or GED equivalent); must possess a valid Ohio driver's license and must be able to qualify for and remain insurable under the City vehicle insurance and liability policies; must be at least eighteen (18) years old at appointment.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

Must possess a State of Ohio driver's license; EMD certification is preferred. LEADS and other certifications or licensure requirements as determined by the Chief of Police, Chief of Fire, and the Safety Director.

**EQUIPMENT OPERATED:** The following are examples only and are not intended to be all inclusive:

Computer, computer software (e.g., Microsoft Word, Microsoft Excel, database software, etc.), scanner, copy machine, calculator, telephone, fax machine, and other standard modern/business office equipment; motor vehicle; radio, and other dispatching equipment.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

The employee: is exposed to chemicals commonly found in an office environment (e.g., ink, toner, correction fluid, etc.); has contact with potentially violent or emotionally distraught persons; may be exposed to persons placed under arrest and being processed; exerts up to ten (10) pounds of force frequently and/or a negligible amount of force constantly to move objects such as file boxes, records, etc.; works any shift and possibly long hours with little notice; is regularly required to sit, use hands to finger, handle, feel, talk, and hear.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

**JOB DESCRIPTION AND WORKER CHARACTERISTICS:  
JOB DUTIES**

**ESSENTIAL FUNCTIONS:** For purposes of 42 USC 12101:

1. Operates two-way radio to monitor, receive, and transmit messages to appropriate personnel regarding Fire, EMS, and Police; dispatches appropriate personnel to calls for service; maintains contact and provides information to coordinate on-site activities of personnel; operates L.E.A.D.S./N.C.I.C. computer to send and receive messages and/or request and receive law enforcement data; receives and transmits calls for support services (e.g., hospital notification, wrecker services, utility/maintenance personnel, etc.); collects information regarding crimes, accidents, or other emergency situations in progress and relays information to appropriate personnel; receives and screens emergency telephone calls; enters and retrieves information into and from computers; monitors alarms and video cameras; operates 911 terminal to receive and transmit messages to appropriate personnel.
2. Performs recordkeeping functions including preparing and maintaining information of a sensitive or confidential nature; maintains record of communications; keeps logs of daily events; maintain database of department files and reports (e.g. update warrant and due diligence information; enter and retrieve data for police officers; etc.); obtain criminal history files; assist with preparation of departmental reports or statistical data processing; ensure records and files are maintained in accordance with law, regulation and department procedures; research information for reports; etc.
3. Serves as department representative for non-emergency public inquires and requests for assistance; answers business telephones; responds to service request and incident reports; dispatch routine requests for services and assistance; refer persons to community resources or other City departments; coordinate department response to public inquires with other personnel; coordinate with property managers related to lost and found items.
4. Maintains required licensures, certifications, etc.
5. Meets all job safety requirements and all applicable PERRP (Public Employment Risk Reduction Program) safety standards that pertain to essential functions.
6. Demonstrates regular and predictable attendance.

**OTHER DUTIES AND RESPONSIBILITIES:**

1. Performs other duties as required.

**MINIMUM ACCEPTABLE CHARACTERISTICS:** (\*indicates developed after employment)

**Knowledge of:** L.E.A.D.S. computer operations;\* public safety radio dispatching procedures;\* department goals and objectives;\* department policies and procedures;\* government structure and process; public relations; office practices and procedures;\* records management;\* local geographical area;\* FCC rules and regulations.

**Skill in:** typing; computer operation; multi-line telephone console operation; use of modern office equipment; use or operation of dispatch equipment, including radio console.

**Ability to:** deal with problems involving several variables within familiar context; recognize unusual or threatening conditions and take appropriate action; complete routine forms; prepare routine correspondence; prepare accurate documentation; compile and prepare reports; respond to routine inquiries from public and/or officials; communicate effectively; train or instruct others; understand a variety of written and/or verbal communications; maintain records according to established procedures; work alone on most tasks; handle sensitive inquiries from and contacts with officials and general public; develop and maintain effective working relationships; operate dispatch equipment; monitor security cameras for long periods of time.

**Salary Range**

\$20.57 per hour - \$27.18 per hour