

Canton City Hall, Third Floor
218 Cleveland Avenue, S.W.
P.O. Box 24218
Canton, Ohio 44701-4218
Hours: 8:00 a.m. - 5:00 p.m.

**CIVIL SERVICE COMMISSION
CITY OF CANTON, OHIO**

Phone: (330) 489-3360
FAX: (330) 580-2059



OPPORTUNITY FOR EMPLOYMENT

THE CIVIL SERVICE COMMISSION OF CANTON, OHIO

ANNOUNCES

COMPETITIVE MERIT EXAMINATION FOR:



AN EQUAL OPPORTUNITY EMPLOYER

DATE OF ISSUE: October 20, 2014
NO: M25-14

CLASSIFICATION TITLE
TELECOMMUNICATOR
(Safety Director's Communication Center)

HOURLY RATE
\$15.97

FILING OF APPLICATION

Application must be made on the regular application form available in the office of the Canton Civil Service Commission, Canton City Hall, 3rd Floor, 218 Cleveland Avenue SW, Canton, OH, or application may be printed from the City of Canton web site www.cantonohio.gov under "City Government" click on "City Services" and then on "Civil Service". Application must be on file no later than **Friday, November 14, 2014 at 4:00 p.m.** Applicants must submit a copy of their valid State of Ohio Driver's License, a current resume, and any other documentation pertaining to this position.

TELECOMMUNICATOR EXAMINATION

EXAMINATION: Subsequent to the filing of the application, the candidate will be assigned an examination time and date.

SCOPE: An examination will be administered on a personal computer for this examination. The examination will cover the following: Decision making; data entry; call summarization; cross referencing; character comparison; memory recall; map reading; and other related areas. A 70% passing point will be used.

MINIMUM ACCEPTABLE TRAINING & EXPERIENCE

This is an open examination. To be eligible for the position under this examination, applicants must be a high school graduate, United State citizen, or have legally declared their intention of becoming a U.S. citizen; no felony convictions; and must be at least twenty-one (21) years of age **ON OR BEFORE NOVEMBER 14, 2014.**

Prior to appointment, each candidate may be required to undergo a medical and psychological examination provided at the City's expense. An extensive background investigation will be conducted by the Canton Police Department.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

Some knowledge of operation and services normally provided by police, fire, water, and street departments. Basic knowledge of the community, including location of streets and highways, important structures such as schools, hospitals, and other major facilities. Working knowledge of office equipment and procedures. Working knowledge of business English, spelling, and punctuation. Skill in observing, remembering, and recalling facts and details such as those contained in oral and written directives, radio communications, and telephone communications. Skill in communicating orally with people of various educational, ethnic, and social/cultural backgrounds. Skill in organizing and analyzing a variety of information and applying selected knowledge, which will be learned after employment, in order to decide on an appropriate and reasonable course of action. Skill in exercising tact, self-restraint, judgment, and strategy in dealing with a variety of people in various emotional states. Minimum typing speed of 35 WPM. Basic map reading skills. The ability to utilize ears, fingers, arms, and/or torso in a mobile and coordinated manner. The ability to react immediately and precisely to sudden stimuli. The ability to perform duties under stress with speed and accuracy. The ability to sit continuously for long periods in smoke-free environment with no exterior windows and minimal breaks. Health free from disabling physical or mental defects that would affect the ability to efficiently handle assigned duties. Clear, pleasing voice. Excellent hearing. Willingness to accept work assignments on day, night, or all-nights shifts, weekends, and holidays. Be able to remain alert during periods of inactivity as well as during routines and times of overload.

ADMITTANCE TO EXAMINATION – IDENTIFICATION REQUIRED

Applicants who have been accepted for the examination will be admitted to the test site only upon presentation of their valid State of Ohio Driver's License, or other valid photo identification card satisfactory to the examiners. **PERSONS UNABLE TO PRESENT POSITIVE PHOTO IDENTIFICATION WILL BE DENIED ADMITTANCE TO THE EXAMINATION.**

******NOTICE OF DRUG TESTING REQUIREMENT******

Candidates must submit to a drug screen examination. Eligibility for employment shall not be considered final until drug testing has been successfully completed with a negative result. "Drug" means a controlled substance as defined by Chapter 3719 of the Ohio Revised Code, entitled "Controlled Substances", and/or Section 202, Schedules I through V of the Federal Controlled Substance Act, including but not limited to marijuana, hashish, "Crack", cocaine, heroin, morphine, codeine, opiates, amphetamines, "ice", barbiturates, and hallucinogens.

******IMPORTANT NOTICE TO VETERANS******

As provided in ORC 124.23C, any person who has completed service in the uniformed services, who has been honorably discharged from the uniformed services or transferred to the reserve with evidence of satisfactory service, and who is an Ohio resident and any member of a reserve component of the armed forces of the United States, including the Ohio national guard, who has completed more than 180 days of active duty service pursuant to an executive order of the President of the United States or an act of Congress of the United States may file with the director a certificate of service or honorable discharge (DD-214 – Long version), and upon this filing, the person shall receive additional credit of twenty percent (20%) of the person's total grade given in the examination in which the person receives a passing grade.

A member in good standing of a reserve component of the armed forces of the United States, including the Ohio national guard, who successfully completes the member's initial entry-level training shall receive a credit of fifteen percent (15%) of the person's total grade given in the examination in which the person receives a passing grade.

Applicants are solely responsible for making Commission staff members aware of previous filings of discharge papers by the application deadline if bonus credit is to be claimed.

CITY RESIDENCY BONUS

Applicants who have resided within the Canton City limits for at least six (6) months or longer immediately prior to testing will receive 5% additional credit, provided they make a passing score.

THE MAXIMUM ALLOWABLE BONUS POINT AWARD IS 20%

EQUAL EMPLOYMENT

All qualified applicants will receive consideration for appointment without regard to race, religion, color, national origin, sex, political affiliation, age, type of disability, or any other non-merit factor.

RATING

Upon completion of the examination process, candidates who receive a passing score will be placed on the eligibility list for one (1) year in accordance with your score.

DUTIES

Performs work involved with emergency and complaint calls directed to Police, Fire, and Service Departments, and dispatching from a communications center. Performs other related duties as required.

**BY ORDER OF THE CANTON CIVIL SERVICE COMMISSION
Samuel J. Sliman, Administrator**