

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  
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# OPPORTUNITY FOR EMPLOYMENT

THE CIVIL SERVICE COMMISSION OF CANTON, OHIO

ANNOUNCES

COMPETITIVE MERIT EXAMINATION FOR:



AN EQUAL OPPORTUNITY EMPLOYER

DATE OF ISSUE: December 3, 2010  
NO: M8-10

**CLASSIFICATION TITLE**  
**TELECOMMUNICATOR**  
**(Safety Director's Communication Center)**

**STARTING RATE**  
**\$14.98**

### **FILING OF APPLICATION**

Application must be made on the regular application form available in the office of the Canton Civil Service Commission, City Hall, 3rd Floor, 218 Cleveland Avenue SW, Canton, OH, 44702, or application may be printed from [www.cantonohio.gov](http://www.cantonohio.gov). Application must be returned **in person** no later than **Wednesday, December 29, 2010 at 4:30 p.m.** Applicants **MUST** submit a copy of their valid State of Ohio Driver's License, a current resume is preferred and any other documentation pertaining to this position. There is a \$10 filing fee required when application is returned. Please make check or money order payable to "City of Canton". **NOTE: THE \$10 FILING FEE IS NON-REFUNDABLE.**

### **EXAMINATION – WEDNESDAY, JANUARY 19, 2011**

**CHECK-IN:** 4:30 p.m.  
**EXAM:** Immediately following candidate check-in  
**LOCATION:** McKinley Senior High School Cafeteria, 2323 – 17<sup>th</sup> St. NW, Canton, OH  
**SCOPE:** A written examination will consist of questions related to understanding oral information, vocabulary, ability to perform dispatching work and reading and understanding written information. A 70% passing point will be used.

Applicants must pass the written portion of the examination with at least a 70% to take the typing portion of the examination. Subsequently, those applicants who have passed the written examination will receive notification of when to report to the Civil Service Office for the typing examination. Applicants must type at least 35 wpm in order to pass the typing examination. Applicants must pass both portions of the exam to be eligible. The written portion will then count as 80% of the grade and the typing portion will count as 20% of the grade.

**Any applicant who successfully passes the examination and who can prove that they have two years of consecutive dispatch experience in a 911 dispatch center within Stark County within the last five years will be awarded an additional 10% bonus. A verifiable letter from the agency where you work or have worked as a dispatcher with dates of employment will qualify for the bonus credit.**

### **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, U.S. Citizen or have legally declared their intention of becoming a U.S. Citizen; must never have been convicted of a felony; and must be at least twenty-one (21) years of age **ON OR BEFORE December 29, 2010**. Prior to appointment, each candidate may be required to undergo a medical and psychological examination provided at the City's expense. Because of the nature of the job, an employee must be able to be reached by telephone. Employment is subject to a background investigation which is conducted by the Police Department. Applicants must not have a record of criminal convictions which would compromise their ability to be granted access to police records information. Hearing test will be required. Eligibility will not be considered final until it is found that the applicant is free from disabling physical or mental defects that would affect the ability to efficiently handle assigned duties.

**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 eyes, 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 and 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-night 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**

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 to the examiners. **PERSONS UNABLE TO PRESENT POSITIVE PHOTO IDENTIFICATION WILL BE DENIED ADMITTANCE TO THE EXAMINATION.**

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

Pursuant to Civil Service Rule IV (5), applicants are hereby advised that the position of employment being examined for has been declared as "safety sensitive". Accordingly, eligibility is not considered final until drug testing has been successfully completed with a negative result. Applicants who refuse to submit to drug testing or submit and fail such testing will be removed from all safety sensitive eligibility lists upon which their name appears for a period of one year or until the eligibility list expires, whichever is shorter. Reinstatement to eligibility list shall be contingent upon successful passage of drug testing under the Commission's control at applicant expense.

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

Candidates who are Honorably Discharged veterans having served more than 180 consecutive days on active duty and present their DD-214 Form - long version **AT THE TIME OF APPLICATION** will receive 20% additional credit, provided they make a passing score. Documentation received after the filing deadline of December 29, 2010 will not be eligible for bonus point award. 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.

**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 a period of two (2) years in accordance with your score. All who pass the examination will be eligible for appointment.

**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**