



STATE OF OHIO
Public Safety
1970 W. Broad St.
Columbus, OH 43223
(614) 752-7665
<http://www.state.oh.us/odps/>

Invites applications for the position of:

HIGHWAY PATROL DISPATCHER

An Equal Opportunity Employer

PN: HPD - Pool 6-27-2016

Job Type: Full-Time, Permanent, Bargaining-Unit

Location: Multiple Counties

Promotional Bid:

classified position (may include promotion, transfer or demotion)

Job Location: *SEE SUPPLEMENTAL INFORMATION

Division: Ohio State Highway Patrol

Opening Date: Mon. 06/27/16

Closing Date/Time: Mon. 07/04/16 11:59 PM Eastern Time

Pay Range: 08

Hours of work:

Rotating shifts - 24 hrs.
day

Salary:

\$16.66 Hourly

Job Duties:

Receives and transmits radio communications and inputs information into Computer Aided Dispatch (CAD) system dispatching law enforcement and other state agencies and equipment for the purpose of law enforcement, traffic control, accident investigation, motorist assistance & security. Operates Law Enforcement Automated Data System (LEADS) terminal receiving & transmitting messages; interprets messages received & routes the information to the appropriate person.

Maintains radio log; prepares & types reports and correspondence; maintains proper files for correspondence and reports. Receives and records telephone calls; responds to calls for service from the public (e.g., crashes, disabled vehicles, OVI); provides information &/or directions.

Greets and assists visitors to the patrol facility; provides liaison services to the area communities & to the other public service agencies; performs other related duties as required.

Minimum Qualifications:

High school diploma or GED equivalent; reading, writing & speaking English; 1 course or 3 mos. exp. in typing, operating a personal computer & word processing; 1 course or 3 mos. exp. in public relations or customer service to include techniques for dealing with difficult situations.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

Major Worker Characteristics:

Knowledge of radio (e.g., MARCS*, LEERN*, & STATEBAND*); CAD*; multi-line telephone & LEADS messages*; technical operations & procedures*; highway patrol post & dispatch center operations*; customer service practices; radio & telephone techniques*; CPR*; heart saver/AED*. Skill in operation of radio, multi-line telephone & LEADS messaging equipment to include LEADS terminal*; operation of personal computer & use of office systems software. Ability to think & act promptly in emergencies & under stressful conditions; handle routine, non-routine & emergency contacts with highway patrol & other state agency units, other outside law enforcement personnel, court personnel, media, & general public; move arms, hands & fingers easily to operate multiple pieces of communication equipment simultaneously; lift up to 25 lbs.

*Developed after employment.

Supplemental Information:

THIS POSTING IS FOR APPLICANTS TO APPLY TO BE PLACED IN A POOL OF CANDIDATES TO BE CONSIDERED FOR FUTURE POSSIBLE OPENINGS AT THE LOCATIONS NOTED.

APPLICANTS SELECTED FOR POSITION CONSIDERATION:

- This posting may be filled by lay-off or certification eligibility list if applicable
- A BCI and FBI fingerprint check, a background check, including a polygraph examination, will be required on all selected applicants
- Will be required to complete half-day job simulation testing
- A comparative analysis and/or drug test may be a requirement of the hiring process
- This position will be filled in accordance with the bargaining unit agreement if applicable

AGENCY PREFERRED QUALIFICATIONS: Possess training or exp. in dispatching; knowledge of law enforcement procedures; 6 mos. exp. in public relations; possess working knowledge of LEADS; 12 mos. exp. in operation of computer. Valid Ohio Class "D" Driver License.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Must successfully obtain LEADS & CAD certification prior to completion of probationary period; must re-certify in LEADS every two years as mandated by Ohio Administrative Code 4501:2-10-03 (G) (3); may be permitted to ride with line troopers with approval of supervisor per OSTA Unit #1 agreement.

UNUSUAL WORKING CONDITIONS:

Works weekends with rotating days off; confined to work area sitting for long periods of time at personal computer terminal; constant noise from telephone ringing & radio traffic; exposed to stressful working conditions involving performance of multiple, critical tasks simultaneously to ensure safety & welfare of highway patrol & other state agency units & public.

***IMPORTANT NOTE:** Please do not include your Social Security Number (SSN) with your on-line application and/or documentation. If attaching a document that contains your SSN, please redact (black out) SSN before attaching it to your application.

The State of Ohio is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age, disability or military status in employment or the provision of services.

When contacted for an interview, an applicant who requires special accommodations due to a disability should notify the office at that time so proper arrangements can be made for the interview.

Job #HPD - Pool 6-27-2016
Highway Patrol Dispatcher
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