



# Southwest Summit Communications

Serving the Communities of Barberton, Copley, Norton and Springfield

3380 Greenwich Road, Suite 100, Norton, Ohio 44203  
330.436.3333

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of management and supervisory practices and principles.
- Ability and skill to determine priorities and make decisions in both an emergency and non-emergency setting.
- Ability and skill to speak English fluently, and to effectively communicate, clearly, concisely and relay details accurately.
- Ability and skill to develop and maintain a good working relationship with Police, Fire and EMS personnel.
- Ability and skill to formulate and administer an annual budget.
- Ability and skill to formulate appropriate scheduling and staffing needs.
- Ability and skill to use Microsoft Office, email, and other software programs needed for the efficient and effective operation of the SWSCOM Dispatch Center.
- Ability and skill to **type 65-75 words per minute**
- Knowledge of police, fire, and emergency medical service (EMS) dispatch procedures
- Maintain alertness, sensitivity and good judgment under prolonged pressure in an emergency setting.
- Knowledge and familiarity with geographical layout of the service area in the jurisdiction covered by SWSCOM Dispatch Center.
- Ability and skill to use communication devices including 800 MHz radio system, telephones, video devices, LEADS equipment and other equipment.
- 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.

## **QUALIFICATIONS:**

Work is performed indoors in a dispatch center and in meeting rooms. The work environment is fast-paced and high pressure and will involve exposure to noise, radio, telephones, alarms and voices. This is a high-stressed position based upon full responsibility for the operation of the SWSCOM Dispatch Center.

## **PHYSICAL AND OTHER REQUIREMENTS:**

- Must be eighteen (18) years of age.



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- Primary functions require sufficient physical ability to work in a dispatch center setting and operate dispatch equipment. Physical functions include frequent sitting; upward and downward flexion of neck; side-to-side turning of neck; fine finger dexterity; light to moderate finger pressure to manipulate equipment and controls; lifting of objects weighing up to 10 pounds. Other physical functions include occasional standing, walking, bending, kneeling and squatting; lifting, moving or carrying objects weighing 11-25 pounds.
- 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.
- Clear and distinct speaking voice using telephone, radio and personal contact.

## **EDUCATION AND EXPERIENCE:**

- Associated Degree in a related field plus at least five years' experience as an emergency dispatcher or emergency management position or a combination of related education and experience, preferred.

## **LICENSE OR CERTIFICATION:**

- Certified as an Emergency Medical Dispatcher or ability to receive certification after appointment.
- NIMS Certification (training will be provided).
- Any other certification required by the SWSCOM Board.

**These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required of the job. To perform the job successfully, an individual must be able to perform the essential functions satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.**