SAFETY FORCES DISPATCHER

Public Notice is hereby given of an open competitive examination to establish an eligible list for the position of Safety Forces Dispatcher in the classified service of the City of Parma, Ohio. **Parma is an equal opportunity employer and strongly encourages minorities to apply.**

FILING OF APPLICATION

Application and further instructions will be available Monday, November 2, 2026, at 9:00 a.m. through Tuesday, December 1, 2026, at 11:55 p.m.

Applications must be submitted through https://parma.cloud9.innoprise.com/citizenaccess
General questions regarding the testing process should be directed to the Civil Service Office at 440-885-8060.

EXAMINATION

Time:	4:00 p.m. (in the evening) on Tuesday, December 8, 2026
Place:	Normandy High School 2500 W. Pleasant Valley Road, Parma, Ohio 44134
Type of Exam:	This is a three-part exam to include an audio call simulation, a dispatch call data entry performance test, and a written test. Passing grade of 70% will be used.
Salary:	Full time starting salary: $60,555.91
ELIGIBLE LIST:	Candidates must pass the written exam and performance exam to be placed on the eligible list for Safety Forces Dispatcher. Said placement is conditional to passing a criminal history record verification through both the Federal and the State of Ohio Bureau of Criminal Investigations (BCI) check. A candidate will also be required to pass a physical exam, post polygraph exam and psychological exam.

APPLICATION AND EXTRA CREDIT INSTRUCTIONS
SAFETY FORCES DISPATCHER

Applications must be submitted through the City of Parma's online application portal at: https://parma.cloud9.innoprise.com/citizenaccess/. Items 1 through 3 must be submitted with your application. To receive extra credit as provided in items 4 through 8, satisfactory proof of your eligibility to receive the stated extra credit must be submitted to the Civil Service Commission via upload to the application portal at least one day prior to the established Civil Service test date.

MINIMUM REQUIREMENTS FOR ENTRANCE TO THE EXAMINATION

The following documents must be submitted to the Civil Service Commission through the City's online application portal at: https://parma.cloud9.innoprise.com/citizenaccess/:

1. Ohio Driver's License
2. Birth Certificate
3. High School Diploma or GED

Applicants must be a United States Citizen or have legally declared an intent to become a citizen.

EXTRA CREDIT

The following documents must be submitted to the Civil Service Commission through the City's online application portal at: https://parma.cloud9.innoprise.com/citizenaccess/ at least one day prior to the established Civil Service test date.

4. Qualified Military Discharge Papers (DD214) – Indicating type of discharge (Honorable or under Honorable conditions)

5. Extra credit of 10% will be added to an applicant's score for an applicant who has received a passing score of 70% or better on the exam and has provided satisfactory proof that an applicant has previously been employed for one (1) or more years as a full-time or two (2) or more years as a part-time Safety Forces Dispatcher. Employment must have occurred within 12 months of the established test date. However, no extra credit will be awarded to any applicant who was discharged for cause from a position as a Safety Forces Dispatcher. *To receive extra credit, applicants will be required to upload twelve (12) months of paystubs as proof of full-time employment or twenty-four (24) months of paystubs as proof of part-time employment.*

6. Extra credit of 10% will be added to an applicant's score for an applicant who has received a passing score of 70% or better on the exam and who is at the time of the established test date, a current part-time Parma Regional Dispatch Center Public Safety Dispatcher/Call Taker in good standing and who has successfully completed mandatory call-taker training. *Proof of good standing will be established by the Communications Center Manager.*

7. Extra credit of 5% will be added to an applicant's score for an applicant who has received a passing score of 70% or better on the exam and who at least one day before the time of the established test date, provides satisfactory proof of current certification as an Emergency Medical Dispatcher, as defined by the Association of Public-Safety Communications Officials (APCO).

8. Extra credit of 5% will be added to an applicant's score for an applicant who has received a passing score of 70% or better on the exam and who, at least one day before the time of the established

test date, provides satisfactory proof of current certification as a Public Safety Telecommunicator (PST1), as defined by the Association of Public Safety Communications Officials (APCO).

An applicant receiving a passing score of 70% or better on the exam who is eligible for extra credit as outlined above shall only be eligible for maximum extra credit not to exceed a total of twenty percent (20%) added to their score, which includes any extra credit for qualified veterans.

Proof is required prior to receiving extra credit.

TESTING FEE: There is a $15.00 non-refundable fee to take the written exam. **Said fee is due the day of exam, payable in cash or money order made out to the City of Parma**. **No personal checks or credit/debit cards will be accepted.** Said fee will be waived with proof of financial hardship.