



Dispatcher – Recruitment Packet

The Sylvania Township Police Department is a diverse group of dedicated employees that are united in a common goal to provide safety and welfare of the citizens of Sylvania Township. Successful candidates must be an individual who shares the values of the Sylvania Township. We must display the highest level of integrity and ethical standards, and must be team oriented with a high level of maturity and personal responsibility. Applicants must display cultural awareness and sensitivity. This position demands and requires personal dedication to our Community.

We strongly encourage prospective applicants to review the Sylvania Township Police Department's **Recruitment and Hiring Process Packet** before applying for a position with our department.

You can also visit <http://www.sylvaniatownship.com/career-opportunities/> for further information.

The Sylvania Township Police Department offers full testing services for the position of police officer through **National Testing Network, Inc. (NTN)**. To complete an application and schedule a test, go to <http://www.nationaltestingnetwork.com>, select Emergency Communications, and sign up with the Sylvania Township Police Department.

This advertisement serves as the announcement for examinations completed by **Wednesday, May 10, 2017** for the position of Police Officer.

On the <http://www.nationaltestingnetwork.com> website, you will have an opportunity to:

- Schedule a test and complete Personal History Questionnaire (PHQ).
- Review all information related to the Sylvania Township Police Department dispatcher position, including minimum requirements, salary, and benefits.
- Find detailed information about the testing process for NTN test and Personal History Questionnaire.
- Have an opportunity to take online practice tests at www.ergopracticetests.com
- Schedule your own convenient test time and location
- Take high quality job simulation tests in a standardized, fair testing environment.

Upon completion of the NTN exam, all candidate scores are automatically forwarded to the Sylvania Township Police Department. Candidates who attain a passing score of 70% will be placed on the department's eligibility list. The Sylvania Township Police Department will contact selected candidates on the list and will invite them to continue to participate in other stages of the department selection process. National Testing Network is a service provided to conduct entry level testing in a standardized, professional environment.

National Testing Network does not replace the Sylvania Township Police Department's responsibility and decision making in the testing process. All candidate results are provided to Sylvania Township Police Department where the final decisions are made. Sylvania Township is an Equal Opportunity Employer and does not discriminate in recruiting, hiring, training, promoting or other employment practices for reason of age, ancestry, citizenship, color, disability, ethnicity, gender identity, height, marital or domestic partner status, national origin, race, religion, sex, sexual orientation, veteran status, or weight. This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or an implied contract.



Sylvania Township Police Department

POLICE AND FIRE DISPATCHER Recruitment and Hiring Process Packet

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Thank you for your interest in a career with the Sylvania Township Police Department. Please review this packet in its entirety and if you have any questions, contact:

Sylvania Township Police Department
4420 King Road, Sylvania, Ohio 43560
Phone: 419.720.3001

Email:

questions@sylvaniatownshippolice.com

Examination Announcement

This packet shall serve as an announcement for examinations completed by **Wednesday, May 10, 2017** for the position of full-time Police / Fire Dispatcher. These examinations are being conducted for individuals who are looking for career-oriented and have a calling to be employed with Sylvania Township. Sylvania Township is committed to hiring and retaining the highest quality personnel.

Sylvania Township is an Equal Opportunity Employer and does not discriminate in recruiting, hiring, training, promoting or other employment practices for reason of age, ancestry, citizenship, color, disability, ethnicity, gender identity, height, marital or domestic partner status, national origin, race, religion, sex, sexual orientation, veteran status, or weight.

Entry-Level Examination

Examination Deadline

The examination must be completed by **Wednesday, May 10, 2017**. Examination dates close to our deadline fill up quickly. We encourage you to register early to ensure you can complete the examination prior to our deadline.

Date and Location of Test

The examination is offered through National Testing Networks at multiple times and locations throughout the United States. To register, go to www.nationaltestingnetwork.com. For any questions pertaining to the examination, please call National Testing Network at 1-866-563.3882.

A complete list of locations and examination dates and times are also available through their website at: www.nationaltestingnetwork.com.

Examination Information

In an effort to increase testing integrity, **each individual will be required to show two pieces of identification, one containing his/her picture**. The use of cellular phones will be prohibited during the examination. No cellular phones, taping, video, or picture taking devices will be allowed in the testing room.

The examination will consist of the following concepts:

Listening and communication skills; dealing with difficult and stressful situations; multi-tasking; analysis, prioritization, and problem solving; public relations; internal relations; responsibility for Officer safety; team relations; recording accuracy; attention to detail; and following directions.

A candidate must receive a passing score in each test section (Call taking, Note Taking, Dispatching) and a combined score of 70% to pass the exam.

Examination Fee

The examination fee is payable to the National Testing Network at the time that you register for the examination. The fee is set by National Testing Network. Should you want to send your results to multiple participating cities or agencies, you will have to pay an additional fee; however, you only have to complete the test once per testing cycle. This fee is not refundable.

Hiring Process

Successful applicants will successfully pass each phase in the sequence listed below to continue in the hiring process:

- A. Submission of Application and Qualifications to the National Testing Network
- B. Written General Aptitude Test
- C. Preliminary Background Investigation
- D. Oral Board Interview - Personal Interview
- E. Background Investigation
- F. Police Chief's Interview
- G. Police Chief's Recommendation to the Board of Trustees
- H. Conditional Offer of Employment
- I. Psychological Interview
- J. Physical Examination

Formal Application

Individuals who successfully pass the examination by the posted date and who are selected to proceed further at that date and time will be contacted to continue in the recruitment process.

The exam will help determine which candidates possess skills to effectively work with the public and other members of the department. The written exam scores may be used to determine a cutoff or pass rate, and the department will consider the natural break, adverse impacts, and departmental needs. The written exam will identify a candidate that closely matches the needs of the Department. The written exam is primarily intended as a hurdle exam to advance those candidates to the next phase of the process.

Eligibility List

The eligibility list will be created from applicants who successfully pass the examination. Applicants can find their standing by visiting the police department's website.

The term or eligibility of each list and of the names appearing thereon shall be for a period of one (1) year from the date of the establishment of the eligibility list. At the discretion of the Chief of Police, an eligibility list may be terminated before its expiration date or extended.

In the event two or more applicants receive the same score in open competitive examination, names of all applicants receiving such score shall be placed on the eligibility list with the same ranking.

Dispatcher Job Description

Summary Description:

This position is located in the Police Department. The Police Department is responsible for maintaining a public safety environment, which supports the Sylvania Township's mission and public service, twenty-four hours a day, seven days a week. Working under general supervision of a Chief Dispatcher, incumbent receives incoming emergency and non-emergency calls requesting police, fire, and EMS assistance. Operates telephone, radio and computer-aided dispatch (CAD) systems and dispatches emergency units and/or personnel in response to requests for assistance for either Police or Fire/EMS. Coordinates communications during field activity and relays information to appropriate department, public safety officials or other agencies.

This position may require non-traditional hours and overtime as needed to cover a 24-hour-per-day operation. Dispatchers work under the general supervision of the Chief Dispatcher. The Dispatch Center is the primary point of contact for life or property emergencies and general police and fire services in Sylvania Township

Essential Functions:

The job of a police department dispatcher is a public servant position based on public trust, competency, and credibility. A dispatcher for the Sylvania Township Police Department is responsible for the communication with the public, Sylvania Township Police officers, Sylvania Township Firefighters other police departments and other Township offices. This is key position for the accurate and unbiased obtaining and dissemination of information important to the work of the police department.

Typical Duties:

- Using a computer-aided dispatch and telephone system, answers emergency 911 lines including calls and requests for assistance from various public and private agencies. Reviews and prioritizes calls as either emergency or non-emergency.
- Responds to inquiries, transfers calls and/or records, and inputs information into computer database. Determines level and type of response needed and takes appropriate action based on established protocols, policies, and procedures.
- The employee performs police and fire communications duties as well as computer data entries, record keeping, public relations duties and other functions.
- Uses Automatic Vehicle Locator (AVL) and mapping software to aid in the dispatching and tracking of units in the field.
- Uses multi-channelled computerized radio system to dispatch either Police or Fire/EMS units and communicates with field personnel. Updates emergency units en-route to a scene, as additional information becomes available. Patches channels in accordance to policies and guidelines and major situations or events.
- May be required to maintain contact with caller to obtain and relay additional information and/or provide instructions until emergency field personnel arrives on the scene. May provide emergency, life-saving first aid or safety instructions based on clearly defined policies and guidelines.
- Promote and maintain a positive public image.

- Must have the competency, self-initiative, and willingness to work a majority of assigned hours without direct supervision.
- Maintain the vital link between the police officer, firefighter and the communications center which not only provides the police officer and firefighter information but is a safety link for the Officer and/or firefighter.
- Complies with all Township, Police and Fire Department, 911, and LEADS policies and procedures.
- The employee must be able to interact comfortably, effectively, efficiently, and often quickly, with a diverse citizenry, in both emergency and non-emergency situations, as well as with citizens' groups who have a wide variety of problems and need for enforcement and safety related services.
- In the absence of a dispatch supervisor, may be requested to act as a lead dispatcher, as needed.
- Dispatchers are calm, clear and in control, especially in emergency situations. Must know the appropriate responses, no matter the situation, whether it's how police units to send to calls, or how many fire engines need to respond to a fire.
- Dispatchers track and monitor situations by phone and radio, and respond to any situations reported by those in the field.
- Performs other duties as assigned.

Other Functions:

- Monitors Computer Aided Dispatch computer screen for calls.
- Maintains an accurate CAD log.
- Completes computer record checks.
- Data entry into local, state, and national computer networks.
- Retrieves information from local, state, and national computer networks.
- Enters and cancels wants, warrants and other information in computer networks
- Answering and dispatching calls for police and fire service as well as calls of a non-enforcement nature.
- Provide information to persons who request it.
- Monitors building security camera system.
- Monitors locations of officers responding to calls.
- Reports hazardous conditions to shift supervisor.
- Other duties as assigned.

Minimum Qualifications

1. At least 21 years of age by Date of Hire.
2. Must be a U.S. Citizen on/by the date of the Background Investigation.
3. Able to produce valid driver's license at time of Background Investigation.
4. Graduation from high school or possession of GED certificate.

5. Ability to work rotating shifts, nights, overtime, weekends, and holidays.
6. Ability to operate standard office equipment, including personal computers and word-processing software.
7. Visual acuity – Visual Field Performance must be 120 degrees in the horizontal meridian combined. Corrected vision must be at least 20/30 (Snellen) when tested using both eyes together.
8. Hearing – Must have sufficient hearing in both ears to perform essential tasks without posing a direct threat to themselves or others.
9. Type at least 30 words a minute.
10. Nicotine free: pertaining to all tobacco and nicotine products.
11. Ability to work independently, make critical decisions, and use initiative and common sense.
12. Considerable human relations and communications skills.
13. No disqualifying factors in the hiring standards.

Licenses and Certificates:

- Current and valid Driver's License with an acceptable driver's abstract in order to meet criteria for insurability established by Sylvania Township.
- Must be able to obtain LEADS certification.

Knowledge of:

- Government structure and process
- State law and local ordinances, police policy and procedures, and agency rules.
- Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- Detailed knowledge of Sylvania Township and surrounding jurisdictions, its roadways, residential, business, industrial, and recreational areas, and other landmarks, or ability to acquire this knowledge rapidly.
- Operation of a computer-aided dispatch (CAD) system.
- Current law enforcement and fire codes, procedures and practices.
- Techniques of questioning for both emergency and non-emergency calls.
- Dispatching techniques with use of radio system for communicating and receiving information.

Skill in:

- Ability to maintain personal composure and tactfully handle difficult situations and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner.
- Operate 9-1-1 system, radio transmitting system, and computer aided dispatch system (CAD).
- LEADS / NORIS/ NCIC /BCI&I CJIS Systems
- A number of In-House Computer system(s), including Windows, Excel, Word, etc.

Ability To: (Mental and Physical Abilities)

- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Identify and analyze problems, evaluate alternative solutions, and make sound judgments.
- React calmly and effectively to emergency situations.
- Effectively communicate and elicit information from upset and irate callers.
- Communicate effectively, both verbally and in writing, with a variety of people including co-workers, other professionals, appointed and elected officials, and the general public.
- Render credible testimony in court.
- Type accurately at a speed necessary for successful job performance.
- Work flexible schedules, including evenings, weekends, and holidays
- Analyze situations and to adopt quick, effective and reasonable courses of action.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently.
- Acquire the Ability to Multitask: Dispatchers often are moving many people around at the same time, tracking their movements and monitoring and acting to what they need.

Working Conditions:

1. Comfortable working conditions. Required to stay within work station boundaries for extended periods of time. Intermittent sitting, standing and walking in a normal office environment. Typing, copying, writing and using a computer is a regular part of the day.
2. Considerable exposure to stressful situations as a result of human behavior and due to the crisis nature of the duties.
3. Unconventional working hours are required, including eight (8), ten (10) or twelve (12) hour shifts; including evening, overnight, holidays and overtime as needed.
4. Continual exposure to several computer monitors for extended periods. Requires some extended reaching and repetitive movement due to many computers.
5. Working with ergonomically correct workstations and chairs.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.

Salary Range

Pay rates are established through negotiations with the Ohio Patrolmen's Benevolent Association. There is one (1) year between each step. As of January 1, 2017, rates of pay are:

Dispatcher	Step 1	Step 2	Step 3	Step 4	Step 5
Hourly	22.57	23.85	25.21	26.67	28.19
Annualized	46,945.60	49,608.00	52,436.80	55,473.60	58,635.20

Tobacco Free Workplace

Due to the acknowledged hazards arising from exposure to environmental tobacco smoke, increased medical costs, and safety factors pertaining to all tobacco and nicotine products, Sylvania Township does not offer employment to tobacco users. Prospective employees will be subject to post offer testing.

New employees hired shall be subject to random testing for the presence of nicotine during their probationary period. Refusal to participate in the test will be considered a positive test. Positive test results will subject the employee to disciplinary action.

Dispatcher Review Hiring Standards

The first step for any individual interested in going through the selection process for Dispatcher is to read through the Hiring Standards located in this packet. If by reading the Hiring Standards you realize that you do not meet the Hiring Standards, there is no reason for you to continue in the selection process for the position of Dispatcher with Sylvania Township.

An applicant's failure to meet the hiring standards set forth in this document shall automatically disqualify the applicant. The applicant must acknowledge their understanding and compliance with the Hiring Standards when submitting the application. Please contact Sylvania Township Police Department if you have any questions.

Removal from Eligibility List

Per The Sylvania Township Police Hiring Process Guidelines, the name of an eligible candidate shall be removed from an eligibility list for any of the following reasons:

- A. Written request from the eligible candidate
- B. Failure to appear or arrange an interview or respond to communication from the appointing authority
- C. Failure to file a written notice of any change of address
- D. Declining appointment in writing or failing to accept appointment
- E. Recommendation from the Appeals Board/Point Assessment Board and/or Department Head as a result of an unfavorable background investigation

- F. Falsifications or omission of information will result in rejection of your application or dismissal if you are employed by the Sylvania Township Police Department. If you are found to have falsified or omitted any information at any time in the selection process, you will be disqualified even if the accurate information would not have disqualified you.

Offenses in Examination

Per The Sylvania Township Police hiring process guidelines, no person shall:

1. Falsely mark, grade, estimate or report upon the examination or proper standing of any person examined, or aid in so doing
2. Make any false representations concerning the results of such examination or concerning any person examined
3. Furnish to another person special or secret information for the purpose of either improving or injuring the prospects or chances of another person so examined, registered or certified, or to be appointed, employed or promoted
4. Impersonate another person, or permit or aid in any manner another person to impersonate an applicant, in connection with any examination, registration or appointment or application or request to be examined, registered or appointed
5. Furnish false information about himself/herself, or other person, in connection with any examination, registration, or application
6. Make known or assist in making known to any applicant for examination, any question to be asked on such examination
7. Personally solicit a favor from any member of the Township, appointing officer, or have any person on his/her behalf solicit a favor

Penalty for Deception

Any person or persons attempting to deceive any of the examiners in any manner whatsoever by impersonation or by assisting or receiving assistance shall not be permitted to take part in any examination for a minimum period of two (2) years. If such person is already in the Township service, such conduct shall be grounds for discipline.

Preliminary and Background Investigation Paperwork

The Police Department will request background investigation paperwork, which is time sensitive and needs to be completed within the timeframe specified.

This process verifies the applicant's suitability for appointment as a Sylvania Township Dispatcher. The preliminary and the background investigation include but are not limited to the following:

- A. Local and state driving records
- B. Legal system
- C. Residence checks
- D. Civil judgments
- E. Personal reference checks
- F. Friends and neighbors
- G. Family life

- H. Employment checks
- I. Military records checks
- J. Membership and leisure
- K. Financial history/Credit score
- L. Education system checks
- M. Finger printing for Federal and State criminal record checks

Investigative Interviews

- 1. Follow up interviews
- 2. Home interviews
- 3. Neighbor interviews
- 4. Employer interviews

Oral Board Interviews

- A. Oral board interviews of top candidates from the examinations and background investigations will be administered by the Oral Review Board at a designated time and place.
- B. Each candidate will be interviewed by an oral board consisting of representatives of Sylvania Township.
- C. Elements of the oral interview will be standardized to include uniform questions.
- D. Each candidate will be evaluated based upon the following rating dimensions:
 - Appearance, image, demeanor and attitude
 - Communication
 - Mental alertness
 - Judgment, reasoning and analysis
 - General personality impressions
 - Social interaction, and human relations
 - Overall suitability

Psychological Examination

- 1. Written exam
- 2. Psychological evaluation by a licensed and certified psychologist

Pre-Employment Physical Exam

- A. Drug screen
- B. Nicotine screen
- C. Physical Exam
- D. Eye Exam

Appeals

Per The Sylvania Township Police Hiring Process Guidelines, appeals shall be in writing and shall be filed with the Lieutenant of Operations within seven (7) calendar days from the date of the action being appealed. An appeal is considered filed when it is time stamped by the police department. Any appeal received after 5:00 p.m. on a business day or at any time on a non-business day shall be considered to be filed on the next business day.

Entry-Level Testing with National Testing Network Appeals

Interested individuals who have taken the National Testing Network administered test will not be considered applicants subject to appeal rights referenced in The Sylvania Township Police Hiring Process Guidelines. Any concerns with their examination should be addressed with National Testing Network.

Statement of Hiring Standards

Along with the qualifications listed in the job description, candidates must meet the requirements of the Sylvania Township Police Department hiring standards. All information provided to the Sylvania Township Police Department will be verified through a DETAILED background investigation.

The purpose of the Hiring Standards is twofold: first, to give guidance to those personnel who have the responsibility of conducting background investigations, and second, to provide Point Assessment Board members with a set of standards designed to assist them in a reasoned and logical selection.

Legal System – Criminal and Traffic Conduct

Commission of criminal and traffic acts is directly contrary to the respect for law required of a Police Department employee. A list of representative criminal and traffic offenses (or any equivalent municipal ordinance or law of any other state or of the United States) that is cause for disqualification is described further in this section. This list is intended to be illustrative of the types of offenses that would normally cause disqualification; it does not exclude offenses not listed. In certain cases, exceptions to the normal rule of disqualification are stated. However, that does not infer that the act described would be disregarded. In each case, even if the incident itself is not sufficient cause for disqualification, the incident may be taken into consideration, along with other discovered information regarding the applicant, in making a recommendation.

Further, it is the criminal and traffic conduct that is important; while a conviction is proof that the conduct occurred, conviction is not the only acceptable proof of criminal and traffic conduct. Information of a nature normally relied upon by reasonable persons in their daily life that a criminal and traffic act was committed by the applicant, as opposed to proof beyond a reasonable doubt, may result in a recommendation of disqualification. In this regard, the fact that an arrest occurred does not prove that criminal and traffic conduct occurred, but only that probable cause existed for that arrest. The arrest is a starting point in the investigation; ultimately, evidence and/or witness statements must be secured that demonstrate that the applicant committed criminal and traffic acts.

Respect for traffic laws and regulations, as demonstrated by a safe driving record, is an essential element in determining an applicant's suitability for appointment. A safe driving record will be evaluated on a case by case basis considering the frequency and type of violation.

The following are those criminal offenses that, except as expressly noted, shall result in automatic disqualification from consideration as a Police Department Employee for Sylvania Township:

1. As an adult, been convicted of a charge of, or aided in the commission of a felony criminal act as described in Section 2929.11 of the Ohio Revised Code, or any other state, territory or country, as an adult, or any felony specific behavior as outlined in the Time Behavior Matrix.
2. Shown a pattern of thefts or thefts of an on-going nature. Committed thefts while in a position of trust.
3. Admitted to or evidence indicates a felony theft offense has been committed. The culpability of the act is the determining factor, not the results of a plea bargain with court officials.
4. A conspiracy, attempt to commit, or complicity in committing any felony.
5. Demonstrated a pattern of motor vehicle violations.
6. Been involved in traffic crashes to the degree the average person would question the applicant's ability to safely operate a motor vehicle.
7. Any single conviction involving operating a motor vehicle while under suspension (or an applicable ORC statute or Municipal code), or leaving the scene of an accident (4549.02) within nine (9) years of application. A conviction under Ohio's (or any similar statute of another State's) Financial Responsibility Act Random Selection Process shall not be an automatic disqualification.
8. Any single conviction involving driving while under the influence of alcohol or a drug of abuse within six (6) years of application, any single conviction of physical control (4511.194) or any offense related to, within six (6) years of application.
9. Has ever been convicted of domestic violence (ORC 2919.25) or a domestic violence related offense. Domestic violence related offense is defined as ever being found guilty or plead guilty to any charge reduced from an original charge of domestic violence.
10. Admitted, been convicted of or sufficient evidence indicates the applicant has committed repeated acts in violation of the Ohio misdemeanor statutes as defined in section 2929.21 of the Ohio Revised Code.
11. Repeatedly failed to obey statutory laws in non-criminal matters such as licensing, ownership, etc.
12. More than one alcohol and/or drug related offense conviction, regardless of the date of the incidents.
13. Consideration may be given considering the length of time since the commission of the offense(s).
14. Convictions as a juvenile may be reviewed on a case-by-case basis.

Previous and Present Employers History

A poor employment history will result in disqualification of the applicant. This includes a record of insubordination, absenteeism or tardiness, dishonesty, incompetence, or consumption of alcohol in violation of company policy while employed. As a rule, any conduct on the job which would result in discipline if the applicant were a member of the Sylvania Township Police Department shall be grounds for disqualification.

Point Assessment Board should take the following circumstances into consideration when evaluating an applicant for consideration:

1. Had difficulty obtaining and maintaining a positive employment record
2. Work history reflects job instability
3. Work history reflects excessive tardiness and absenteeism, incompatibility with co-workers and supervisors, carelessness, insubordination, inability to follow instructions
4. Demonstrated a pattern of employer /employee conflicts
5. Failed to conduct personal affairs in a mature and/or prudent manner
6. Demonstrated a pattern of hostility, intimidation, aggression, coercion or deception
7. Demonstrated a pattern of behavior that is adverse to employees
8. Demonstration of a pattern of untruthfulness
9. Willful misrepresentation, omission or falsification, on any division-related documents and/or interviews
10. Falsified the completion of documents required by the employer
11. Falsified any document or made a verbal statement in a manner that provided the applicant with financial gain or enhanced their position

Financial Responsibility

1. A demonstrated inability to manage their financial resources in a mature and responsible manner, resulting in bad debts or bankruptcy may be grounds for dismissal from the hiring process
2. The fact of bankruptcy or a poor credit record will not automatically disqualify an applicant from consideration
3. Failure to meet the requirements of Ohio Child Support Statutes or court order relating to child support. A violation of this item shall be grounds for automatic rejection unless the failure to meet these requirements resulted from an inability to pay. In these cases, all related facts shall be considered.
4. Point Assessment Board may give an applicant consideration, if factors that contribute to financial dependability or responsibility problems are not serious enough to cause the applicant to be denied favorable consideration.