

# WESTSHORE CENTRAL DISPATCH CENTER

## DISPATCHER POSITIONS FULL & PART-TIME

The new Westshore Central Dispatch Center in Westlake, OH (located 20 minutes west of Cleveland) is hiring fire/EMS dispatchers to provide coverage for Bay Village, Fairview Park, Rocky River, and Westlake, mutual aid to adjacent WESHARE communities, respond to requests made by the county, etc. Work requires listening, comprehending, and following instructions and simultaneously using the telephone, radio, and computer equipment – all under stressful conditions.

**Typical Duties:** Dispatcher receives emergency and non-emergency calls; obtains information and makes referrals; records and enters accurate and pertinent information in the Computer Aided Dispatch (CAD) system; dispatches appropriate equipment and personnel; monitors multiple radio frequencies; and performs other related duties as assigned.

**Staffing:** Full-time and part-time individuals, prior experience a plus. Weekend and holiday work required. Flexible hours.

**Minimum Requirements:** U.S. citizenship, be at least 18 years old, possess a high school diploma or GED, and type 35 wpm with few errors. Prior dispatching experience (emergency services dispatching a plus) OR two years of public contact experience (customer service rep, sales, receptionist, etc.) which included answering questions and gathering, relaying, and/or providing information to others OR successful completion of a certified emergency communication course.

Must pass an extensive background check, a required hearing and physical exam, and drug screen. Must have the ability to speak clearly (including proficiency in English usage, spelling, grammar, punctuation and vocabulary) and strong problem-solving skills. Geographical familiarity with communities served a plus.

**How to Apply:** Download application below or pick one up at City Hall. Mail or deliver with resume to:

Fire/EMS Dispatcher  
Westshore Central Dispatch Center  
City of Westlake  
27700 Hilliard Blvd.  
Westlake, OH 44145

No closing date. The City of Westlake is an equal opportunity employer.

[Download Application for Dispatcher Positions](#)