

Personnel and Civil Service

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Bethany O'Rourke Personnel Officer



Open Competitive Examination Announcement

PUBLIC SAFETY DISPATCHER/TRAINEE; EXAM # 64693

Issued: 10/21/2019

WRITTEN TEST DATE: Saturday, 01/11/2020

CAREFULLY read the following:

Application Deadline: 12/10/2019

Apply online at: <https://www.tiogacountyny.com/departments/personnel-civil-service/> Review the information and instructions at the end of this announcement! Applications must be post marked on or before the application deadline date. Applications received or post marked after the application deadline date will be disqualified. There are **NO** exceptions.

The online application portal may not function if using a smart phone. If you are unable to apply online or if the portal is not functional, applications may be printed from our web site (*Civil Service – Application Forms*). Applications may also be obtained in our department during regular office hours.

Application Filing Fee: \$15.00*

Candidates must submit a separate application filing fee or Application Fee Waiver form for each open-competitive examination that the candidate is applying to take. The filing fee or fee waiver form for this examination must be received or post marked on or before **12/10/2019**. An applicant's payment or fee waiver form received or post marked after this date will be disqualified. There are **NO** exceptions. ***Online credit or debit card payment is subject to a surcharge. Credit or debit card payment is not available if paying in person, in our office**

Time and Place of Written Examination: Approved candidates will be notified by admission letter 7 to 10 days prior to the written test date as to when and where to appear. **All notices of admission or disqualification will be sent by email to online applicants.** You are responsible for checking your spam folder! Applicants who do not have email will be sent notice of admission or disqualification by postal mail to the address provided. **Be sure to bring the admission letter with you to the examination.** If you have not received an admission letter **3 days before** the written test date, call 607-687-8494

LOCATION OF WORK

Tioga County Sheriff's Office

MINIMUM SALARY

Trainee: \$36,622 (2020 CSEA SG VII)
Dispatcher: \$42,750 (2020 CSEA SG X)

VACANCIES

Anticipated
Anticipated

Residency Requirements: Candidates **ARE NOT** required to be legal residents of **Tioga** County immediately preceding the date of the written test. Preference **may be** given to residents of the civil division in which the vacancy exists. When preference in certification is given to residents of a municipality pursuant to subdivision 4a of Section 23 of the Civil Service Law, an eligible must have been, at the time of certification and for at least four months prior thereto, a resident of such municipality in order to be included in a certification as a resident of such municipality. Immediate written notice should be given of any change in mailing address, legal residence address, email address, or name change by submitting the **Change of Information Form**. Failure to do so may jeopardize status on an eligible list. Be advised, the candidate may also be required to provide documentation to validate his/her new residence. Forms are available online or from the Personnel Department.

SPECIAL NOTE: Effective January 1, 2016, a criminal background check is required prior to employment within **all Tioga County Departments**. An offer of employment will be conditional pending results from the criminal background check.

MINIMUM QUALIFICATIONS:

Trainee: Graduation from high school or possession of a high school equivalency and EITHER:

- Completion of 12 semester credit hours of study from a New York State registered or regionally accredited college or university; **or**
- Six (6) months of paid or volunteer experience as an active member of an emergency services organization (such as a firefighter in an organized fire department, a law enforcement officer, emergency medical personnel or closely related position); **or**
- Six (6) months of full-time paid work experience (or its part-time equivalent) which involved multi-tasking and communicating with the public; **or**
- An equivalent combination of training and experience as defined by the limits of a, b, and c above.

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Note: In order to qualify, volunteer experience as an active member of an emergency services organization will require a letter from the head official (i.e. Fire Chief) verifying dates of active service. Documentation is required at time of application.

***Training Requirements:** All training is paid and conducted while the incumbent is on-the-job. The following training requirements must be completed within one (1) year of appointment as a Public Safety Dispatcher Trainee or within appropriate training cycle:

- Basic Emergency Services dispatcher course administered by, either: the Association of Public Safety Communication Officials (APCO), the National Communications Institute (NCI), or the NYS Office of Public Safety.
- A minimum of 200 hours of an Emergency Services Dispatch Training (ESDT) Program.
- 24 hours of an Emergency Medical Dispatch (EMD) program.
- A certified First Responder Course and Cardio Pulmonary Resuscitation (CPR) program.

Dispatcher: Twelve (12) months of full-time paid work experience (or its part-time equivalent) as a Public Safety Dispatcher (or related classification) in an accredited emergency dispatching program in which all training and certification components have been satisfactorily achieved.

SPECIAL NOTE: Public Safety Dispatchers and Trainees are required to work non-traditional hours, including day and night shifts, weekends and holidays as a normal function of this position.

Anticipated Eligibility: If you expect to complete the educational requirement **within 12 months of the written test date**, you can be admitted to this examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Tioga County Personnel Department. Failure to submit proof of your completed educational requirements **within 12 months of the written test date**, may result in your removal from the eligible list.

Distinguishing Features of the Class: This classification is used as a traineeship to recruit persons interested in a career as a Public Safety Dispatcher. Under close and continuing supervision of the Chief Public Safety Dispatcher or other higher ranking officer, and during completion of specific training programs, the incumbent performs dispatch functions within the communications division of the Tioga County Sheriff's Office. Work involves responsibility for receiving and recording 9-1-1, police, fire and emergency medical service (EMS) calls and dispatching the appropriate law enforcement agency, firefighters, paramedics, and equipment to the scene. Incumbents are required to operate computers, related peripheral equipment, radios, telephones and a variety of other emergency communications equipment simultaneously in order to receive and relay police, fire, emergency medical service and other personnel to incidents and emergencies. The work involves an unusual work environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must be able to multitask, exercise sound independent judgment and maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours, weekends and holidays as a normal function of the classification. The work is performed in accordance with established policy and under the immediate supervision of the Chief Public Safety Dispatcher. Incumbents will perform various clerical duties related to their communication functions. Does related work as required

Trainee appointments are for a one (1) year duration, following which incumbents who have satisfied all training requirements* and successfully completed a probationary period will be advanced to the title of Public Safety Dispatcher without further examination. All training is paid and conducted while the incumbent is on-the-job.

TYPICAL WORK ACTIVITIES FOR THIS POSITION ARE AVAILABLE TO REVIEW UPON REQUEST

Subjects of Examination: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

Coding/decoding information: These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions will be provided; no previous knowledge of or training in any coding system is required.

Name and number checking: These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

Understanding and interpreting written material: These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should

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base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

Following directions (maps): These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

Retaining and comprehending spoken information from calls for emergency services: These questions test for your ability to retain specific information that is heard in calls for emergency service, such as a street address, or to comprehend spoken information from emergency service calls, such as determining the location of a site in relation to landmarks. Simulated 911 calls will be played on audio CD. Immediately following each call, candidates are given audio instructions identifying which questions they are to answer within the test booklet. The questions that candidates are directed to answer for each simulated call will not be in sequential order. Candidates will need to retain and comprehend the information and instruction provided in this portion of the test to respond appropriately to the questions asked and to determine which questions to answer. The time allotted to answer these questions will be limited. At the end of each answer period, the CD will automatically play the next call. Note paper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions.

Test Guides & Resource Booklets - The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "General Guide to Written Tests" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

Performance Test: A performance test will also be held at a later date, to be announced. The written test will be a ranking test and the performance test will be a qualifying (pass/fail) test. You must pass both the written and performance tests to be considered for appointment. You will not be called to the performance test unless you have passed the written test. Since the performance test is qualifying (pass/fail), if you pass the performance test your final score for the examination will be the score that you achieve on the written test.

Candidates may be scheduled for the performance test in order of the scores they receive on the written test. Tioga County reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies.

Failure to appear for a scheduled performance test will be considered an unqualified declination and the name of such candidate will be eliminated from further certification.

The test will be administered on a conventional personal computer (PC). You will be using a conventional PC keyboard, but you will not be using a mouse.

Subject: The test consists of three parts, each preceded by a separate practice session. It will test your ability to enter the kinds of information that dispatchers and related personnel must process for fire, police, and emergency medical services. You will not need any specific information prior to the test; rather, complete on-screen instructions will tell you all that you need to know in order to take the test. In order to pass, you must enter the data at a rate of at least 6,000 keystrokes per hour (which is equal to typing approximately 20 words per minute), with an accuracy rate of at least 97.5 percent.

Retest Policy: Candidates who fail the performance test will be permitted a retest which will be given on the same day as the original performance test or within a ten (10) day time period.

Waivers: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within **twelve (12) months** of the written test, the performance test may be waived. If you request a waiver, you must submit verifiable evidence of qualifying. Information submitted must contain the title, location, and date of the performance test taken, as well as proof of passing.

Use of Calculators: The use of a calculator is **ALLOWED**. Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, spell checks, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. Cell phone calculators are prohibited.

SEND CHECK OR MONEY ORDER payable to **TIOGA COUNTY TREASURER**, as directed above, and write the examination name(s) & number(s) on your check or money order. Submit this to the address above. If paying by cash, please bring payment(s) directly to the Tioga County Department of Personnel & Civil Service. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. A check returned for insufficient funds may disqualify your application and result in further action and/or service charges. **Online credit or debit card payment is subject to a surcharge. Credit or debit card payment is not available if paying in person, in our office.**

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EXCEPTION TO THE APPLICATION FEE will be made for the following:

1. Promotional exams;
2. Provisional Tioga County employees who have held a permanent position prior to provisional appointment in title named for this examination;
3. Examination candidates receiving public assistance from a State or Local social service agency, and/or who are currently unemployed. Individuals wishing to claim this waiver of fee must complete the Application Fee Waiver Form at time of application. All information is subject to verification, and if found to be fraudulent, are grounds for barring examination or appointment.

Tioga County is an Equal Opportunity Employer

ADDITIONAL INFORMATION AND INSTRUCTIONS

ADDITIONAL EXAMINATION CREDIT – Children of Firefighters and Police Officers Killed in the Line of Duty: In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

ADDITIONAL EXAMINATION CREDIT – Veterans or Disabled Veterans desiring to claim additional credit must request and file an Application for Veterans' Credit at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. These credits may only be used once. Effective January 1, 1998, the State Constitution was amended to *permit a candidate currently in the armed forces to apply for and be conditionally granted veterans' credit in examination. You may not claim veterans' or disabled veterans' credits after the Eligible List has been established.* It is the candidate's responsibility to request and submit an Application for Veterans' Credit before the Eligible List is established. Veterans' credits will only be added to passing examination scores

ALTERNATIVE TEST DATE: When a candidate is aware of a conflict prior to the scheduled test date, the candidate must notify the Department of Personnel and Civil Service in writing as soon as possible. For emergency situations that occur on the scheduled written test date, the candidate must notify the Department no later than three (3) days following the Saturday on which the written test was held. This request may be made by a member of the immediate family or household in the event of a death in the immediate family or a serious illness. Follow link to view this department's policy: <http://www.tiogacountyny.com/media/1902/alternativetestdatepolicy.pdf>

APPLYING FOR MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY (Cross-Filing): You must notify all agencies with which you have filed an application of the test site at which you wish to take your examination(s). If you have applied for both **State and Local** government examinations, you must notify Tioga County Department of Personnel **no later than two weeks prior to the test date** of your intent to take both a State and a Local government examination. When taking both a State and a Local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examinations.

For Tioga County examinations, the Multiple Exam Notice form must be completed. This form is available in the Tioga County Department of Personnel & Civil Service, online at www.tiogacountyny.com, or by calling (607) 687-8207. **If you do not submit your Multiple Exam Notice form two weeks prior to the test date, you may NOT be allowed to sit at the test site you have selected. If you appear at a test site but did not designate this location as your test site on your form, you may NOT be allowed to take your examination(s) at that location.**

APPOINTMENT from an eligible list must be made from the top three candidates willing to accept the appointment. The resulting eligible list will be used to fill current or future appropriate vacancies within Tioga County's jurisdiction.

BACKGROUND INVESTIGATION and Additional Screenings: Candidates may be subject to a thorough background investigation. If requested, applicants will be required to authorize access to educational, financial, employment, criminal history, or other records. **Effective 01/01/16, a criminal background check is required prior to employment within any Tioga County department.** Depending upon the position sought, conviction of a felony, misdemeanor or other offense may bar appointment. At the discretion of the appointing authority, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to: fingerprinting, psychological, or drug testing. Depending upon appointing authority, applicants may be required to submit the necessary fees for the fingerprint processing. Per Tioga County Civil Service Rule IX (3): A record of disrespect for the requirements and processes of law may be grounds for disqualification for examination or, after examination, for certification and appointment.

CHANGE OF ADDRESS: When a candidate's residence and/or mailing address changes, it is his/her responsibility to notify the Tioga County Personnel Department of such change by submitting a **Change of Information Form**. Documentation may be required to validate a change in residence.

CHANGE OF NAME: When a candidate's name changes, it is his/her responsibility to notify the Tioga County Personnel Department of such change by submitting a **Change of Information Form**.

DISQUALIFICATION: Any applicant may be disqualified for examination, or after examination, for certification and appointment that is not in compliance with the standards and requirements set forth in Section 50 (4) of the Civil Service Law.

ELIGIBLE LIST: In accordance with Section 61 (1) of the Civil Service Law, and as determined by the Tioga County Department of Personnel & Civil Service, the eligible list resulting from this examination **may** be used to fill vacancies in similar related titles.

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: If your degree and/or college credit was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. A listing of acceptable companies which provide this service may be obtained from the following: <http://www.cs.state.ny.us/jobseeker/degrees.cfm> or by contacting the Tioga County Department of Personnel. You will be responsible for the required evaluation fee.

EXAM HOLDINGS: In the instance where both a **promotional** and an **open-competitive examination** are held for the same title, a mandated **promotional list will be used first** to fill any positions. If you meet both the **promotional** and **open-competitive minimum qualifications**, you must file a separate application and pay any required fee(s) for each exam in order to be considered.

EXPERIENCE: All experience required to meet the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis.)

FALSIFICATION of any part of the "Application for Examination or Employment", "Change of Information Form", or any related documentation may result in disqualification before or after examination in accordance with Tioga County Civil Service Rule IX and/or Civil Service Law Section 50.4.

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FEES: Candidates must submit a separate application fee or Application Fee Waiver form for each open-competitive examination that the candidate is applying to take. Candidates will be disqualified from taking the exam if the application fee or waiver form is not received, as directed, from the Tioga County Department of Personnel & Civil Service.

FORMAT: The test may be in written form or it may be administered on a personal computer (PC). The type of test will be stated on the admission notice.

FORMS: Civil Service Applications, Fee Waivers, Cross-File Notification, and Change of Information Form may be obtained online at: <https://www.tiogacountyny.com/departments/personnel-civil-service/>. These forms may also be obtained from the **Tioga County**

Department of Personnel & Civil Service, Ronald E. Dougherty County Office Building, 56 Main St., Owego, NY 13827, (607) 687-8207.

MINIMUM QUALIFICATIONS: You **MUST** specifically state how you meet these requirements when completing the application. Unless otherwise noted, qualifications must be met at time of application. *Ambiguity and vagueness will NOT be resolved in your favor.*

NOTIFICATION: If an application is disapproved, notice will be sent by email. Applicants are responsible for checking their spam folder. Applicants who do not have email will be sent notice of admission or disqualification by postal mail to the address provided. *This department does not take responsibility for non-delivery or postal delay.* If the applicant does not receive either a disapproval letter or an admission notice **3 days before** the date of the exam, call (607) 687-8207.

RATING: This written and/or training and experience examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written and/or training and experience examination. A score of 70 is considered passing.

RESPONSIBILITY: You are responsible for completing all sections of the official application. *Ambiguity and vagueness will NOT be resolved in your favor.*

SPECIAL ACCOMMODATIONS: Religious Accommodation - Handicapped Persons - Military Personnel - If special arrangements for testing are required, you must notify the Tioga County Department of Personnel & Civil Service in writing and, if requested, provide documentation.

SPECIAL REQUIREMENTS FOR APPOINTMENT IN SCHOOL DISTRICTS and BOCES: Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education is required.