

SENECA COUNTY PERSONNEL OFFICE
Civil Service Opportunities

Senior Dispatcher
Exam: 70040170

EXAMINATION DATE: January 30, 2027 | APPLICATION DEADLINE: December 30, 2026
FILING FEE: $10.00

TO APPLY: **1.** go to https://seneca-portal.mycivilservice.com/jobopps **2**. View exam information & click **APPLY.**
3. Complete & submit online application. **4.** Mail, deliver or pay filing fee online by Application Deadline.

- Filing fees must be RECEIVED by Seneca County Personnel Dept. by the APPLICATION DEADLINE ***NO EXCEPTIONS***.
- Exam filing fees are **NOT REFUNDABLE** for any reason, including disqualification.
- If your filing fee is not received within the time permitted, your application will be disqualified without review.
- Contact the Personnel Department for paper application at personneldepartment@co.seneca.ny.us or by calling 315-539-1710

Make CHECK or MONEY ORDER payable to "Seneca County Finance Department" – NO CASH
***Returned checks are subject to a $20 fee ***

Administration of This Examination Does Not Imply That a Vacancy Exists

*** Please read all pages of this notice carefully for Important Civil Service Information ***

VACANCY: At present there are two vacancies in the Seneca County E911 Center. This eligible list will be used to fill this and future vacancies as they occur in Seneca County.

RESIDENCY: Candidates must have been legal residents of Seneca County or one of the six contiguous counties for one month preceding the date of the written test. Preference in appointment may be given to successful candidates who have been legal residents of the municipality in which appointment is to be made for at least one month prior to the date of certification and are residents of such municipality at the time of appointment.

SALARY: $28.06 per hour or per CSEA contract

TYPICAL WORK ACTIVITIES: (Illustrative Only):

- Receives all incoming calls to the 911 Center and dispatches aid using various computer systems;
- Dispatches Law Enforcement, Fire and EMS, as needed, providing available information on call;
- Gives information and/or assistance on telephone when necessary, including EMD "pre-arrival" medical instruction to callers;
- Maintains log of calls and location of patrol cars at all times via CAD;
- Sends and receives messages through the e-justice portal;
- Dispatches fire equipment and EMS equipment by various radio systems as needed in County;
- Contacts mutual aid fire and EMS companies;
- Receives and responds to personal inquiries of individuals entering the office;
- Serves as 24 contact point for DHS, Home Health Care, various town and village police departments;
- Is responsible for determining which patrol officers respond to which complaints;
- Assists with training of new dispatch personnel;
- Makes supervisory level decisions per shift/per incident;
- Represents Seneca County at 911 conferences and seminars and policy setting meetings;
- Assists in yearly evaluation of Dispatchers;
- Assists the 911 Operations Manager in scheduling;
- Oversees the activities of the 911 Dispatchers on an assigned shift to ensure adherence to operating policies, procedures, and other standards;
- Controls access to the center and ensures that security is maintained;
- Ensures that the Center remains in a clean, orderly and safe condition during their tour of duty;
- Ensures that all equipment is in working order and reports malfunctions to vendors and/or coordinator or authorized maintenance sources;

- Records routine events as well as complaints regarding personnel, equipment failures and significant events;
- Assists 911 Operations Manager acting as liaison to various emergency service organizations;
- Acknowledges exceptional performance by Dispatchers and recommends commendations;
- Enforces discipline as needed to include verbally warning subordinates, issuing written reprimands and recommending suspension, termination and remedial training as necessary;
- Recommends changes to operating policies and procedures.

PROMOTIONAL QUALIFICATIONS: Two years of permanent competitive class status as a Dispatcher in the Seneca County E911 Center.

SPECIAL REQUIREMENT FOR APPOINTMENT: Possession of a valid NYS operator's license at time of appointment, and maintenance of such license throughout the tenure of employment in the position.

FOR MORE INFORMATION:
SENECA COUNTY PERSONNEL DEPT
1 DiPronio Drive, Waterloo, NY 13165
(315) 539 – 1710

USE OF CALCULATORS IS ALLOWED

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.

SENECA COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Scopes / Subjects of examination: A test designed to evaluate knowledge, skills and /or abilities in the following areas.

1. **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.

2. **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 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.

3. **Work planning and scheduling**

   These questions test for knowledge of the principles used in developing and implementing work plans and for the ability to arrange work assignments in a manner that will achieve work goals while staying within

scheduling criteria. This may include setting up vacation or work schedules, taking into consideration such factors as seniority, work skills, duty hours, and shift coverage.

4. **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 via MP3 download. 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 MP3 download 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.

5. **Radio operations and dispatching procedures**

   These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.

6. **Supervision and training**

   These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.

Posting: November 18, 2026

ADDITIONAL CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS Killed in the Line of Duty: In conformance with section 85-a of the Civil Service Law, signed into law on September 17, 2002, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten (10) points in a competitive examination for original appointment in the same municipality in which his or her parent has 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 (2) 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.

ADMISSION NOTICES: Admission to examinations does not necessarily mean that the application has been approved unconditionally; final review of applications for all requirements may not be made until after the written test. You may not be admitted to the examination room without official notice, or more than one half hour after an examination has begun. You must bring picture identification (such as a driver's license) and your Social Security number to the examination. You may be fingerprinted prior to admission to the examination.

AGE LIMITS: There may be statutory restrictions on your employment if you are under 18 or over 70 years of age; any other age restrictions are stated on the face of this examination announcement.

ALTERNATE TEST DATE: Candidates may be rescheduled for an alternate test date when they are unable to take a scheduled examination for an acceptable reason. Please contact the Personnel Department as soon as possible before the date of the examination. Candidates who are unable to take the scheduled examination due to an emergency situation must notify the Personnel Department no later than the Tuesday following the regular examination date. Candidates may be examined on the Saturday following the regularly scheduled test date or during the preceding week. The examination should not be administered later than the following Saturday after the scheduled test date unless extenuating circumstances exist. The determination as to whether or not a candidate meets the requirement for being afforded an opportunity to take an examination on an alternate test date will be made by the Personnel Officer. Candidates requesting approval for an alternate test date will receive notification regarding approval/disapproval.

ANTICIPATED ELIGIBILITY: If the minimum qualifications require a degree in education and/or experience/licensure/certification, the following statements shall pertain to this exam announcement: if you expect to complete the educational or experience requirement within 6 months from the date of the examination date on the reverse side of this examination announcement, you can be admitted to this examination on a conditional basis. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the announced requirements to the Seneca County Personnel Department. In the case of anticipated education degree, proof must be submitted within 3 months following award of degree; failure to do so will result in removal of your name from the eligible list. In the case of anticipated experience, your name will not be certified until you obtain and show proof of the necessary experience. In the case of licensure/certification, if you are eligible for the required licensure/certification you can be admitted to the examination. If successful on the examination, you will not be certified for permanent appointment until you have submitted proof of possession of the required licensure/certificate to the Seneca County Personnel Department.

APPLICATION: A separate application must be filed for each examination desired. Falsification of any part of the "Application for Employment" will result in disqualification. Applicants are expected to answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications may be disapproved.

APPLICATION FEE: A fee (see front) is required from candidates for each separately numbered examination for which they apply. Mail, deliver or pay filing fee in-person by the APPLICATION DEADLINE. **NO CASH**. **NO REFUNDS** will be made to applicants who fail to appear for the scheduled examination. File only for those examinations for which you are qualified. **EXAM FILING FEES WILL NOT BE REFUNDED**, even if you are disqualified from taking the exam. It is therefore recommended that you consider very carefully whether or not you believe that you meet the minimum qualifications before submitting your application. Payments by check or money order must be made payable to Seneca County Finance Department with the examination number(s) written on the check or money order. Do not send cash in the mail. A $20.00 service charge will be imposed on any checks returned to the Seneca County Finance Department. **Applications not accompanied by the application fee, BY THE APPLICATION DEADLINE, or such fee is not mailed to the Seneca County Department of Human Resources, will not be processed for this examination.**

APPLICATION FEE, WAIVER OF: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application and proof of benefits by the close of business on the Application Deadline as listed on this Examination Announcement. A copy of the waiver request form can be obtained from the following link: https://seneca- portal.mycivilservice.com/Application-Fee-Waiver%20ADA.pdf or by calling the Seneca County Personnel Department.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. The cost for fingerprinting is the responsibility of the candidate being considered for, or conditionally offered, appointment.

CALCULATORS: Candidates are permitted to use quiet, held-held, solar or battery powered calculators, *UNLESS OTHERWISE NOTIFIED ON FRONT*.

CITIZENSHIP: Citizenship is required only for Public Officer positions.

CONTACT INFORMATION: Any changes in contact information must be communicated to the Personnel Dept. in order to ensure timely delivery of important information. A change of address form is available on our website or the Personnel Dept. It is the candidates' responsibility to obtain and submit the necessary documents.

CROSS FILING or EXAMINATIONS IN MULTIPLE JURISDICTIONS:
If you have applied to take an examination announced by more than one local jurisdiction (county, town, city) scheduled to be held on the same test date, you must notify each of the local jurisdictions as early as possible (no later than two weeks before the test date), so that arrangements can be made for taking all examinations at one test site. You must inform each jurisdiction of all examination titles and numbers, and at which jurisdiction you want to sit for the examinations. Please note that all examinations for positions in State government must be taken at a State examination center. Cross-file form is available on the website.

DRUG & ALCOHOL TESTING: You may be required to take a pre-employment alcohol and drug test to determine that you are free of such substances.

EDUCATION: Where high school graduation is required, a High School Equivalency Diploma from any State or an armed forces GED (high school level) will be acceptable. College graduation, when required, must have been from a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. In evaluating a candidate's qualifications, the equivalent of 30 college credit hours equals one year of college. Transcripts should be submitted with the application or as soon thereafter as possible whenever the qualifications call for a specific college major or specified number of credits. NOTE: If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

ELIGIBLE LIST: The eligible list is made up of all candidates who successfully pass all portions of the examination. The eligible list resulting from this examination will remain in existence for a minimum of one year up to a maximum of four years or until terminated by the establishment of an appropriate new eligible list. In the case where a **Promotional** exam is being held in conjunction with an Open Competitive exam in the same title, the resulting eligible list from the Promotional exam will be canvassed first. Any person whose name is on a preferred eligible list and who meets the requirements for a promotion examination in the agency for which the examination is being held is eligible to compete in the examination. Candidates currently holding a permanent 55-a position will be afforded the same opportunity as employees in the competitive class to take promotion examinations, if qualified.

EQUAL OPPORTUNITY: It is the policy of the Seneca County Personnel Department to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination on the basis of age, race, color, religion, national origin, gender, sexual orientation, marital status, or arrest and/or criminal conviction record, unless based upon a bona fide occupational qualification or other exception. Those requiring special testing arrangements (such as military personnel or Saturday religious observers) must note this on their applications. It is Seneca County's policy, in accordance with the Americans with Disabilities Act, to provide equal employment opportunity and equal opportunity to participate in and receive any benefits, services, programs and activities to persons with disabilities. Any person who requires reasonable accommodations and reasonable modifications (e.g. Braille booklet, amanuensis, reader, sign language interpreter, etc.) must note this on their application.

EXPERIENCE: For each examination, unpaid, verifiable part-time and volunteer experience in one of the specialized areas will only be credited when specifically allowed by the examination announcement. The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment (35 hour workweek). Part-time experience will be prorated.

FALSIFICATION: Falsification of any part of the "Application for Employment" will result in disqualification.

FINGERPRINT CHECK: A state and/or national fingerprint supported background investigation is required before an appointment is made to some positions. If such search is required, the applicant will be responsible to pay the Seneca County Sheriff's Office fee for such search (approximately $100-150)

INCLEMENT WEATHER: In rare cases, an examination may be postponed if weather conditions are unsafe.

In such cases, announcements will be made over the radio on Finger Lakes Radio Group Stations: 99.3 – Classic Hits, 96.1, 96.9, 101.9 – Finger Lakes Country, 98.5 – Mix, 101.7 – The Wall and 95.9, 98.1 – News Radio. If an examination is postponed due to weather conditions, a new examination date will be set as soon as possible. Candidates will be notified of such new examination date in writing by Seneca County Personnel Department as soon as this information becomes available.

MEDICAL EXAMINATION: You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: Applicants may participate in multiple examinations given for Seneca County on the same day. The maximum time allowed for any combination of examinations is eight (8) hours. If you have applied for multiple examinations scheduled for the same day, please indicate this on your application.

PROHIBITED DEVICES: Cell phones, pagers, and similar devices are prohibited at examination sites. Devices with typewriter keyboards, spell checks, personal digital assistants, address books, language translators, cell phones, smartwatches (i.e. fitbit, iWatch, etc.), dictionaries and/or similar devices are prohibited.

PUBLIC SERVICE LOAN FORGIVENESS: College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Seneca County. Additional information is available at https://studentaid.gov/sites/default/files/public-service-application-for-forgiveness.pdf

RATINGS AND REVIEW: When this written 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 and review of examinations apply. Otherwise, rating and review of the examination is governed by the Seneca County Civil Service Rules.

RATINGS REQUIRED: Tests are rated on a scale of 100 with the passing mark at 70.0. Unless the announcement states otherwise, you must pass the written test as a whole and the oral and practical tests, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

RESIDENTIAL PREFERENCE: Preference in appointment from open-competitive lists may be given to residents of the jurisdiction making the appointments; for appointment in some jurisdictions, you may be required to become a resident thereof, in accordance with law or resolution. Residence requirements and such preferential certifications do not apply in promotion examinations.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

SPECIAL REQUIREMENTS (RELIGIOUS ACCOMMODATIONS, DISABILITIES, MILITARY): If special arrangements for testing are required, you must indicate this on the online application and/or submit a written/emailed request, & arrangements for an alternate date may be made.

VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to determine whether they are qualified for appointments. All statements made by candidates on the application form are subject to verification.

VETERANS: Veterans or disabled veterans (including some current armed forces personnel) desiring to claim additional credit must make application for such additional credit at the time they make application for examination or at any time between the date of application for examination and the date of the establishment of the resulting eligible list. Your eligibility will be determined after we receive this completed application and a copy of your DD214. Candidates who claim credit, but who fail to submit adequate proof of eligibility for such credit by the time the eligible list is established, cannot later be granted credit on such eligible list. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS' CREDITS FORMS AND TO SUBMIT SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Application forms are available at: the Personnel Office, 1 DiPronio Drive, Waterloo, NY 13165 or by calling 315-539-1710.