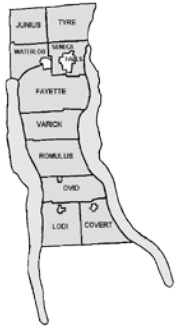


# SENECA COUNTY

*AN EQUAL OPPORTUNITY EMPLOYER*

## CIVIL SERVICE OPPORTUNITIES



### **Dispatcher Exam Number 67240**

**VACANCIES:** At present there are two (2) vacancies Seneca County E-911 This eligible list will be used to fill these 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 Seneca County for at least one month prior to the date of certification and are residents of Seneca County at the time of appointment

**SALARY:** 2019 starting rate: \$15.88 per hour

### **MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency or comparable diploma.

Please apply online at <https://seneca-portal.mycivilservice.com/jobopps>

Examination To Be Held:  
January 19, 2019

Applications Accepted Up To:  
December 10, 2018

**TYPICAL WORK ACTIVITIES:** (Illustrative Only):

Receives messages via multiple telephone lines, radio or in person, for transmission to appropriate department(s) and records all data on incoming complaints into computerized data base;

Maintains an open line of communication with callers during all "in progress" calls (suicidal subjects, domestic violence, hostage situations, medical emergencies);

Prioritizes all emergency and non-emergency requests for assistance and disseminates the information or dispatches the appropriate agency by radio, telephone, or in person;

Utilizes the Emergency Medical Dispatch (EMD) procedures (i.e. pre-arrival instruction via telephone) for heart attacks, strokes, CPR, childbirth, mass casualty incidents, hazardous material spills, bomb/terrorist threats, etc.

Monitors and dispatches all incoming alarm systems (Link to Life, Senior Caller Computer, County Office Building egress alarms, and County Court House alarms);

Monitors fire, civil defense, and State police communications on radio scanner;

Monitors, interprets, and disseminates data from the Weather Satellite System and Counter Terrorism notifications;

Maintains FCC log of all phone and radio calls;

Receives and transmits confidential files, criminal files and V&T files via the NYS Police Information Network;

Keeps record of location and status of all cars and personnel during assigned shifts;

Periodically checks correct operation of radio and telephone equipment to insure continuity of service;

Prepares reports as required.

**VETERANS CREDITS:** 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.**

**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, 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 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 months from the application deadline to provide necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**CROSS-FILING:** If you cross file for the 1/19/19 examination with more than one civil service agency, you must notify each agency in writing before the last filing date so that arrangements can be made for you to take a single written test for all jurisdictions for which you apply. Please indicate on the cross filing form obtained by clicking here: <https://seneca-portal.mycivilservice.com/Crossfile%20Form.pdf> the names of the jurisdictions where other applications have been filed and the location where you wish to sit for this test. Failure to notify each agency may result in disqualification from one or more examinations in the series.

**APPLICATION FEE:** A fee of **\$10.00** is required for each separately numbered examination for which you apply. When you are applying online, complete the required fields for payment as noted. 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. **The required fee must accompany your on-line**

**application, or alternatively be mailed to the Seneca County Department of Human Resources, 1 DiPronio Drive, Waterloo, NY 13165 and received BEFORE the application deadline in order for your application to be processed for this examination.**

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, or such fee is not mailed to the Seneca County Department of Human Resources, 1 DiPronio Drive, Waterloo, NY 13165 BEFORE the application deadline, will not be processed for this examination.**

**APPLICATION FEE WAIVER:** A waiver of the application fee is available for individuals who are unemployed and primarily responsible for the support of a household; or individuals who are eligible for Medicaid, or receiving Supplemental Security Income (SSI) payments; or individuals who are receiving Public Assistance in the form of Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance, or are certified eligible for Job Training Partnership Act/Workforce Investment Act programs through a state or local social services agency. If you can verify eligibility for application fee waiver, complete an "Application Fee Waiver Request and Certification" form at this web page: <https://seneca-portal.mycivilservice.com/Application-Fee-Waiver%20ADA.pdf> and submit it with your application.

**NOTE:** Religious accommodation, handicapped persons: If special arrangements for testing are required, indicate this on your application form. All qualified candidates will be notified by mail as to location of exam, time, date, etc. Also, special testing arrangements for active military members are available.

**NOTE:** This written examination is being prepared and rated by the NYS Department of Civil Service in accordance with Section 23-2 of the Civil Service rules, regulations dealing with the rating of examinations will apply to the written test.

**NOTE:** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. However, devices with typewriter keyboards, 'Spell Checkers, Personal Digital Assistants, Address Books,' Language Translators, Dictionaries, or similar devices are prohibited. **Use of calculators is ALLOWED.**

#### **GENERAL INSTRUCTIONS AND INFORMATION:**

1. To apply online, please visit <https://seneca-portal.mycivilservice.com/jobopps>
2. Before filling out your application, read the announcement for this examination carefully to determine if you clearly meet the minimum qualifications for this exam.
3. Do not interpret a notice to appear for, or actual participation in the examination, to mean that you have been found to fully meet the announced requirements. Depending on the time available before an examination, applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held. At that time, those candidates not meeting the requirements will be disqualified and notified of such disqualification. Those candidates who are subsequently disqualified after taking the test will NOT be notified of their score.
4. Notify this agency immediately of any change of address. When writing, give the title of examination.
5. Falsification of any part of the "Application for Employment" will result in disqualification.
6. Applicants must answer every question on the application form and make sure that the application is complete in all respects. An incomplete application may result in its disapproval.
7. The candidate must complete an "Application for Employment" for each open-competitive and/or promotion examination he/she is eligible to take.

8. All experience required to meet the acceptable training and experience is full-time paid experience. (Part-time paid experience will be credited on a pro-rated basis.)
9. Appointment from an eligible list must be made from the top three candidates willing to accept appointment.

**EXAMINATION INFORMATION FOR THE WRITTEN AND PERFORMANCE TEST PORTION OF EXAM:**

This examination will include two parts, a weighted written test and a qualifying 911 performance test, both of which are described below.

**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 invited to the performance test in the order of the scores they achieve on the written test. Seneca County reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies.

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 performance 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%.

**RETEST POLICY:** If a candidate fails the performance test, he/she will have the opportunity for retest. There will be a seven day waiting period for the final retest. A candidate can be tested a total of two times on the performance test. If a candidate does not qualify on the performance test, he/she will have to re-apply for the written test. **No name will be certified from the eligible list until after successfully completing the performance test.**

**WAIVER POLICY:** If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within one year 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.

**Subjects of examination: A written 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. 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.

## 3. 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.

## 4. 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.

## 5. 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.**

**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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>**

POSITIVELY NO APPLICATION WILL BE ACCEPTED AFTER THE LAST FILING DATE.  
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Posting Date: **October 26, 2018**