



SENECA COUNTY

AN EQUAL OPPORTUNITY EMPLOYER

CIVIL SERVICE OPPORTUNITIES



Senior Dispatcher Examination #79532

****This exam is open only to Seneca County employees who possess the minimum promotional qualifications as listed below****

VACANCIES: At present there are no vacancies in Seneca County E-911. This eligible list will be used to fill these and future vacancies as they occur in Seneca County.

SALARY: Promotional salary as set forth by the SCSEA contract

PROMOTIONAL QUALIFICATIONS:

Two years of permanent competitive class status, and currently serving as, a Dispatcher in the Seneca County E911 Center.

SENIORITY RATING: Seniority credits will be added to the raw score of passing candidates as follows: Seniority is credited at 1 point for each appropriate 5-year period or fraction:

Less than 1 year	0 points
1 year up to 6 years	1 point
Over 6 years up to 11 years	2 points
Over 11 years up to 16 years	3 points
Over 16 years up to 21 years	4 points
Over 21 years up to 26 years	5 points
Over 26 years up to 31 years	6 points

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 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;
Trains all new Dispatcher personnel;
Fills in for E911 Coordinator in his/her absence;
Makes supervisory level decisions per shift/per incident;
Represents Seneca County at 911 conferences and seminars and policy setting meetings;
Serves as New York State certified e-justice portal instructor;
Assists in yearly evaluation of Dispatchers;
Meets with 911 Board bi-monthly to address any issues including, but not limited to Patrol Officer/dispatch relationship and mutually beneficial training;
Assists the E911 Coordinator 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 his/her 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 E911 Coordinator 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.

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.

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.**

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.

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. 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.

3. Radio operations and dispatching procedures

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

4. 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.

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.**

6. 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.

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.

Issued: October 26, 2018