



ORANGE COUNTY

CIVIL SERVICE EXAMINATION OPEN TO THE PUBLIC

Written Test to Be Held
JANUARY 6, 2018

Last Filing Date
NOVEMBER 8, 2017

Examination No. and Title	Salary	Processing Fee
#64617 PUBLIC SAFETY DISPATCHER	\$19.9341/hour	\$20.00

This examination is being held to establish an eligible list in the above title for the *Department of Emergency Services, Division of Emergency Communications*. The resulting eligible list will be used to fill future vacancies.

A **\$20.00 non-refundable** application processing fee is required. Check or money order payable to the Commissioner of Finance must accompany application. A \$20.00 service charge will be imposed for checks returned for insufficient funds or like reasons. Please refer to the General Information section on the reverse of this page for information regarding eligibility for waiver of application processing fees. Applications received without the required fee ***will be returned to you unprocessed***. If you wish to re-file, your application and the appropriate fees must be ***postmarked no later than the last filing date noted above***. Please ***compare your qualifications carefully*** with the requirements for admission and file only if you are clearly qualified. Application processing fees are ***non-refundable***. If you are disqualified from or fail to appear for the examination, ***your fee will not be refunded***.

Minimum Qualifications Required for Admission to the Exam - Your application ***must clearly indicate*** possession of the following requirements as of the last filing date noted above: A high school or equivalency diploma **and** either:

- (A) Completion of sixty (60) college credits: **OR**
- (B) Two (2) years of experience* in the receipt and dispatch of emergency communications: **OR**
- (C) Two (2) years of experience* as a Police Officer, or as a paid or Volunteer Fire Fighter, Emergency Medical Technician or Paramedic; or of Active Duty Military, **OR**
- (D) Four (4) years of paid experience* where the major function of the position involved interviewing individuals, either over the telephone or in person, to give and receive information and simultaneously record the data and response using a computer.

*Certificate in Emergency Services from an accredited vocational school or college may be substituted for one (1) year of the required experience. ***Please submit a copy of your certificate with your application.***

NOTE: A keyboarding performance test is required for this title.

You must submit a **complete** application. Be sure to ***answer all questions including dates of employment (month/year), number of hours worked per week*** and a ***detailed description*** of your experience as required by the qualifications noted above. **A resume may NOT** be submitted in lieu of completing the application. Applications that do not clearly indicate the required qualifications **will be disapproved**.

You should submit college **transcripts** with your application or within thirty (30) days of filing an application if you are qualifying under option (A). ***Transcripts downloaded from the internet, grade reports or copies that do not identify the educational institutions are unacceptable for purposes of qualification.*** Only education gained at a ***regionally accredited college or university*** or one accredited by the New York State Board of Regents to grant degrees ***is acceptable*** for purposes of qualification.

Special Note: All applicants are subject to satisfactory completion of an inclusive background investigation. Such investigation requires that all prospective candidates for employment be fingerprinted at own cost.

PHYSICAL AND MEDICAL: Prior to appointment, candidates may be required to submit to physical, psychological, and medical evaluations including pre-employment drug-screening.

What the Job is Like: The work involves responsibility for the receipt of emergency communications and the dispatch of police, fire/rescue and EMS personnel and equipment, using a variety of equipment including radios, telephones and computer terminals, and in coordination with local service providers. The job involves an unusual working environment which includes: the stress of daily contact with life and death situations such as fires, murders, rapes and assaults in progress; sitting for long periods including times with little call activity; having to remain calm and in control when speaking to people who are screaming, crying or hysterical; and being polite to people who are angry, abusive, or use foul language. The work also involves the receipt of and response to non-emergency calls. Under the direct supervision of a Dispatcher Supervisor, incumbents in this class are expected to exercise independent judgment within the policies and procedures established for the communications operation. Keyboarding is required of this class. Employees in this class are required to work shifts which cover a 24-hour-per-day, 7-day-per-week operation. **Overtime is a regular feature of the class.** Supervision is not a regular responsibility of this class. **Employees in this class are required to work shifts which cover a 24-hour-per-day, 7-day-per-week operation.** Incumbent does related work as required.

Subject of the Written Exam - (Public Safety Dispatcher Series) 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. **Radio Operations and Dispatching Procedures** - These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.
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.

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In addition to the written test, a PERFORMANCE TEST (to be held at a later date) is also required for this position. 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. The Orange County Department of Human Resources 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 personal computer (PC). You will be using a 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: Candidates who fail the performance test will be permitted one retest which will be given immediately following the original performance test. ***Waivers:*** If you have passed a 911 performance test administered by a local jurisdiction in New York State **within four (4) years 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.

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: www.cs.ny.gov/testing/localtestguides.cfm.

GENERAL INFORMATION - PLEASE READ CAREFULLY

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of New York State Civil Service Rules and Regulations. The passing grade for this examination is 70.

APPLICATIONS: For an application, send a stamped, self-addressed, legal size envelope to the Orange County Department of Human Resources, 30 Matthews Street, Suite 303A, Goshen, NY 10924; or print hard copy at www.orangecountygov.com.

HOW TO APPLY: Completed applications should be postmarked no later than the last filing date shown on the front of this announcement or, if not mailed, should be received in the Department of Human Resources no later than 5:00 PM two (2) working days beyond the last filing date established for this examination. The date imprinted by a postage meter is NOT construed as a postmark. The application is part of the testing process: It must be completely filled out, with all pertinent information provided, or disapproval may result. Reference is not made to applications already on file. False or deliberately exaggerated statements may result in disqualification. Do not submit a resume in lieu of an application. Ambiguity and vagueness will not be resolved in your favor. If your application is disapproved, you will be so notified and given an opportunity to submit qualifying information. Failure to furnish such information or other requested information within the time frame specified may be cause for disapproval.

APPLICATION PROCESSING FEE: An application processing fee as specified on the front of this announcement must accompany the application. Send check or money order payable to the Commissioner of Finance. Write the examination number and your social security number on the check or money order. Do not send cash. As APPLICATION PROCESSING FEES ARE NOT REFUNDABLE, 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.

APPLICATION PROCESSING FEE WAIVER: Application processing fees may be waived for those candidates who are unemployed and primarily responsible for the support of a household. Individuals who can be claimed as a dependent on any other person's tax return are NOT eligible for waiver as head of household. In addition, fees may be waived if you are determined eligible for Medicaid, or receiving Supplemental Security Income (SSI) 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.** Candidates interested in this waiver must submit a "Request for Application Fee Waiver and Certification" form with their application by the last filing date noted on the announcement. Waiver forms can be obtained from the Orange County Department of Human Resources, Civil Service Unit, 30 Matthews Street, Suite 303A, Goshen, NY 10924 or on the web at www.orangecountygov.com.

MULTIPLE EXAMINATIONS: If you have applied for another Civil Service Examination with New York State or other local government jurisdiction scheduled for the same date as this exam, **you must** notify all civil service agencies involved of the dual candidacy. You must make arrangements to take all exams at one test site as soon as possible, in any event no later than two weeks before the exam date. For all examinations for positions in New York State you have to sit at a State examination center. The maximum time allowed for any combination of exams is eight hours.

REASONABLE ACCOMMODATIONS, SPECIAL ARRANGEMENTS, ALTERNATE TEST DATES, MILITARY PERSONNEL: If you require reasonable accommodations as a disabled person, or special testing arrangements as one in need of religious accommodation, or are an alternate test date candidate (in accordance with Alternate Test Date Policy), or an active member of the military away from the area on the scheduled test date, clearly indicate this fact on the application. All such requests must be supported by appropriate documentation.

VERIFICATION OF QUALIFICATIONS: In reviewing applications for open-competitive and promotional examinations, where a year or more of experience is minimally required, a tolerance of thirty (30) days is allowed in meeting said requirements. The amount of experience required in the minimum qualifications is based upon the presumption of a thirty-five (35) hour workweek. Part-time experience is pro-rated, unless otherwise specified on this announcement. Unpaid, verifiable volunteer experience may be substituted for an equivalent amount of the required experience unless the minimum qualifications specify otherwise. To be credited as experience of the type specified in the qualifications, the major function and primary emphasis of the duties performed must be of that type. Duties incidental to a person's job may not be credited. An applicant who has falsified or misrepresented any information, or who is found to lack any of the established requirements for admission to the exam or for appointment from the resultant eligible list, may be denied the opportunity to be examined. After examination, such a candidate may not be included on the eligible list, or may be removed or restricted from the eligible list.

CREDENTIALS: Only college transcripts may be used to demonstrate possession of claimed post-secondary academic credentials. Thirty (30) credit hours equals one year of college in evaluating a candidate's qualifications. Foreign post-secondary educational achievement must be independently evaluated to ascertain equivalency to education attained in the United States.

GENERAL INFORMATION (continued)

ADMISSION TO EXAM: Accepted candidates will be notified by letter approximately one week prior to the exam date when and where to appear for the exam. You should call this office if you do not receive a notice three days prior to the exam. You may not be admitted to the exam room without official notice, or more than one half hour after an exam has begun. Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery operated calculators. Devices with typewriter keyboards such as Computers; Spell-Checkers; Personal Digital Assistants; Address Books; Language Translators; Dictionaries; or any similar devices are prohibited.

SPECIAL REQUIREMENT 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 Department is required.

BACKGROUND INVESTIGATION: Applicants may be required to undergo extensive investigation of criminal history and background, which will include a fingerprint check, to determine suitability for appointment. Costs related to such investigation may be borne by the applicant. Failure to meet the standards of investigation may result in disqualification.

ELIGIBLE LIST: Eligible lists will be established on the basis of passing grades received by the candidates in the competitive portions of the examination. Medical, physical and other appropriate non-competitive qualifying tests may be conducted as the need for certification from the eligible list may require. The resulting eligible list will be used to fill appropriate vacancies as they occur in the agencies listed on the face of this announcement. Lists resulting from promotion exams are certified first.

VETERANS: Non-disabled and disabled war veterans who are eligible for additional credits added to an earned passing score must submit an application for veterans credits in conjunction with each application filed. Candidates who wish to claim veterans credits should request an application and information sheet from this office, or from the monitor at the examination site. Completed forms, including proof of war service (Form DD-214), must be received before the eligible list for the examination is established. An applicant currently in the Armed Forces may request and receive additional credit, but must meet all criteria for such credit prior to its use.

CHANGE OF ADDRESS: It is the candidate's responsibility to notify this department of any changes of name and/or address. Please include examination number on all correspondence.

RESIDENTIAL PREFERENCE: There is no residence requirement for exam, unless specified on the front of this announcement. Preference in appointment from open-competitive lists may be given to residents of the jurisdiction making the appointment. In accordance with law or resolution, you may be required to become a resident to secure appointment. All appointments will be made pursuant to applicable laws including but not limited to NYS Public Officers Law and the local laws of Orange County.

ADDITIONAL EXAMINATION CREDIT TO CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: 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 exam 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. A candidate claiming such credit has a minimum of two months from the application deadline to provide documentation to verify additional credit eligibility. No credit may be added after the eligible list has been established.

NEPOTISM: Executive Order #1 of 1983 holds that no one in the immediate family of anyone employed by Orange County Government shall hold a position of employment in direct line of supervision as his or her relation.

EQUAL OPPORTUNITY: It is the County's policy to ensure equal employment opportunities to all county employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, military or veteran status, sexual orientation or any other protected characteristic or conduct in accordance with applicable federal, state and local laws.

WARNING: Anyone found unlawfully possessing or disclosing questions or answers from civil service exams, or giving or taking test information from another candidate during the exam, or anyone found taking a civil service exam for someone else or enlisting another person to take an exam for another, will be subject to being disqualified from that exam and may be barred from taking any further exam with the Orange County Department of Human Resources and may be subject to other penalties as prescribed by law.

**For further information call or visit:
Orange County Department of Human Resources
30 Matthews Street, Suite 303A
Goshen, NY 10924
(Tel: 845-291-2707)
Hours: 9:00 A.M. to 5:00 P.M. Monday through Friday
Website: www.orangecountygov.com**