

PLEASE POST CONSPICUOUSLY

CHENANGO COUNTY ANNOUNCES EXAMINATION OPEN TO THE PUBLIC FOR

PUBLIC SAFETY DISPATCHER # 69-407

Examination Date:
January 22, 2022

Applications accepted through
5:00 P.M. December 16, 2021

PROCESSING FEE

The New York State Department of Civil Service has implemented a fee for examination services. Accordingly, you must submit a seven dollar and fifty cent **(\$7.50) NON-REFUNDABLE application processing fee for each separately numbered examination for which you apply**, unless you can qualify for an application processing fee waiver as explained below.

Application processing fees should be paid at the time an application for examination is filed.

DO NOT SEND CASH IN THE MAIL. Checks or money orders made payable to the Chenango County Treasurer will be accepted. Cash will also be accepted if paying in person. Write the examination number(s) on the check or money order. If a check is returned for insufficient funds, you may be subject to penalties as provided by law. If you take the examination before the County receives notice that your check was returned for insufficient funds, you will be disqualified. You will not receive a final rating for the examination and your name will not be placed on the eligible list established as a result of the examination, or you will be restricted from certification and appointment from the resulting eligible list if the eligible list was already established.

AS NO REFUNDS OF APPLICATION PROCESSING FEES WILL BE MADE, YOU ARE URGED TO COMPARE YOUR QUALIFICATIONS CAREFULLY WITH THE REQUIREMENTS FOR ADMISSION STATED IN THE "MINIMUM QUALIFICATIONS" SECTION OF THE EXAMINATION ANNOUNCEMENT, AND FILE ONLY FOR THOSE EXAMINATIONS FOR WHICH YOU ARE CLEARLY QUALIFIED, AND FOR THOSE EXAMINATIONS YOU INTEND TO TAKE. The education and experience (including the percentage of time spent personally performing the duties of each employment) you indicate on the application will be verified and compared to the "minimum qualifications" for the position. Omissions or vagueness will NOT be interpreted in your favor.

APPLICATION PROCESSING FEE WAIVER: The application processing fee will be waived for candidates who certify to the Chenango County Personnel Office that they are either unemployed and primarily responsible for the support of a household, or that they are receiving public assistance. If you can verify eligibility for an application processing fee waiver for this examination, complete a "Request for Examination Fee Waiver and Certification" form and submit it with your application. "Request for Examination Fee Waiver and Certification" forms may be obtained from the Chenango County Personnel Office or online at www.co.chenango.ny.us/personnel. All claims for an application processing fee waiver are subject to verification. False statements regarding eligibility for an application processing fee waiver will result in disqualification and/or lead to revocation of a resulting appointment. As application processing fees are **NON-REFUNDABLE** do not submit an application processing fee with your application for examination if you are or will be requesting an application processing fee waiver.

SALARY \$20.26 Per hour for full-time positions (2022 Start Rate)
The hourly pay rate is less for part-time positions

LOCATION OF POSITIONS There are both full-time and part-time positions with this job title in the Chenango County Sheriff's Office. The eligible list established as a result of this examination will be used to fill any vacancy that exists at present, and any appropriate vacancy that may occur during the life of the eligible list.

**RESIDENCE REQUIREMENT/
PREFERENCE** There are no residency requirements to compete in this examination. However, preference in appointment may be given to successful candidates who have been residents of Chenango County for at least four (4) months immediately preceding the scheduled date of the written examination.

DUTIES There are both full-time and part-time positions with this job title in the Communications Division of the Chenango County Sheriff's Office. The work involves responsibility for receiving incoming telephone, radio and 911 calls and for responding to these communications by referring callers to the appropriate agency, department, or Sheriff's Office official, dispatching patrol units, paging or toning out emergency services personnel and equipment, relaying information via radio or telephone, and when necessary reading pre-arrival emergency medical instructions to a calling party. Incumbents also maintain radio communications with road patrol units and emergency services personnel to monitor their location, provide information and respond to requests for additional assistance. Public Safety Dispatchers monitor numerous telephone systems, computer systems, and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and in dispatching the appropriate personnel and equipment quickly to the scenes of incidents. Employees in this class also operate a computer and use various job specific computer applications and programs to

perform their job duties and to prepare and maintain a variety of records pertaining to their dispatching functions. A limited amount of travel to attend trainings or to perform public relations functions is required to fulfill the duties of this position. The work is performed under the general supervision of the Head Public Safety Dispatcher or a higher ranking Sheriff's Office employee. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

MINIMUM QUALIFICATIONS

Candidates **MUST** meet the following requirements on or before the last date for filing an application for this examination. EITHER:

- (A) Graduation from high school or possession of a high school equivalency diploma; OR
- (B) One year of full-time or the part-time equivalent paid or volunteer experience as a firefighter, law enforcement officer, emergency medical provider for an ambulance service or in a closely related emergency services position; OR
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENTS: Following appointment incumbents will be required to satisfactorily complete First Aid, CPR, and eJustice NY integrated justice portal training and maintain certification in these areas. Incumbents will also be required to successfully complete Emergency Medical Dispatch Training and the Associated Public Safety Communications Officers' Public Safety Telecommunicators One Training Course following appointment.

NOTE:

1. **Background Investigation and Criminal History Records Search:** Candidates who are actively being considered for employment will be subject to a background investigation. They will be required to complete a consent form and other related documents to authorize an extensive background investigation and a criminal history records search and to submit to fingerprinting.
2. **Medical Examination:** Candidates who have been given a conditional offer of employment will be required to undergo a medical examination, including vision and hearing acuity tests, to ensure they are able to perform the essential functions of the position with or without reasonable accommodation.
3. **Psychological Examination:** Candidates who have been given a conditional offer of employment will be required to undergo an emotional stability and psychological fitness screening. The results of the psychological evaluation will be used as a screening device when making a determination as to the selection or non-selection of otherwise qualified candidates.

SUBJECTS OF EXAMINATION

The examination for Public Safety Dispatcher will consist of both a written test **and** a qualifying (pass/fail) 911 performance test. You must pass **BOTH** the written and the performance test in order to be considered for appointment as a Public Safety Dispatcher. Only your score on the written test will be considered when computing your final score.

WRITTEN TEST

The written test is 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. 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.

3. 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.

4. 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.

5. 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 GUIDE

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 online at: <https://www.cs.ny.gov/testing/testguides.cfm>.

CALCULATOR STATEMENT

Candidates have the option of **bringing** a quiet hand-held, non-programmable solar or battery powered calculator to use on this test. Devices with typewriter keyboards, "Spell Checkers", "Personal digital Assistants", "Address Books", "Language Translators", "Dictionaries", "Computers" or any similar devices are prohibited for this examination. Additionally, candidates are prohibited from bringing cellular phones, books, or other reference materials to the examination site.

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. The 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 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%.

FAILURE TO APPEAR FOR A PERFORMANCE TEST

Unless a candidate requests and qualifies for an alternate test date their failure to appear for a scheduled 911 performance test will be considered a failure on the qualifying 911 performance test and will render the candidate both ineligible to participate in the second holding of the 911 performance test, should one be scheduled, and permanently ineligible for certification and appointment as a Public Safety Dispatcher from the eligible list established as a result of this examination.

PERFORMANCE RETEST POLICY

Candidates who fail the first 911 performance test will be recalled to take another form of the 911 performance test provided a retest is scheduled. This second 911 performance test will not be held less than thirty (30) calendar days following the date of the initial 911 performance test.

Candidates who fail the second 911 performance test must retake the written Public Safety Dispatcher examination prior to taking another 911 performance test for Public Safety Dispatcher.

PERFORMANCE TEST WAIVER CRITERIA AND PROCEDURE

The 911 performance test may be waived for candidates who have passed a 911 performance test administered by the Chenango County Personnel Department, or by any other municipal Civil Service Agency within the State of New York within one year preceding the scheduled date of the written Public Safety Dispatcher examination, or prior to the date on which Chenango County administers the first 911 performance test for this examination.

All requests for a 911 performance test waiver must be in writing. Candidates seeking a 911 performance test waiver may either make the request directly on their Application for Examination or submit a separate written request. Requests for 911 performance test waivers that are received after Chenango County has administered the first 911 performance test for this examination will not be considered.

A request for a 911 performance test waiver **MUST** be accompanied by written verification of passing from the agency that administered the performance test if the test was

administered by other than the Chenango County Personnel Department. This written verification must contain the title, location, and date of the performance test taken, as well as proof of passing.

ELIGIBLE LISTS

Successful candidates will have their names placed on an eligible list for this title in order of their final rating. The duration of the eligible list shall be fixed at not less than one nor more than four years. Appointments from an eligible list must be made from the three highest standing candidates willing to accept appointment.

CROSS FILING WITH MULTIPLE CIVIL SERVICE AGENCIES FOR MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY

Cross-filing means applying to multiple Jurisdictions to take either the same or different examinations that are scheduled to be held on the same date. When you cross-file for Civil Service Examinations you must make arrangements to take all the examinations at one test site.

If you have applied for both a Chenango County examination and an examination for another Jurisdiction, both of which are scheduled for the same date, you must note "Cross-Filing" on the top front page of your Chenango County Application and submit a Chenango County Cross-Filing Form indicating the site at which you intend to take your examinations.

The Cross-Filing Form is available in our Department or online at www.co.chenango.ny.us/personnel and should be submitted at least three weeks prior to the examinations. Failure to submit the Cross-Filing Form in a timely manner may result in our not being able to accommodate your request to sit at your choice of exam sites. You must notify all local government Civil Service Agencies with whom you have filed an application of the test site at which you wish to take your examinations.

When taking both a State and 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.

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 the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

VETERANS' CREDITS

Veterans and disabled veterans who are eligible for additional credits must submit an application for veteran's credits prior to the establishment of the eligible list for the examination. Only those veterans who have served on active duty during the creditable periods of war will be eligible for veteran's credits.

Veteran's credits will only be added to the score of a candidate who has attained a passing grade of 70 or higher. Veteran's credits may not be used to achieve a passing score.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently on active duty in the armed forces to apply for and be conditionally granted veterans' credits in examinations. To apply for conditional veterans' credits a candidate must submit an application for conditional veterans' credits prior to establishment of the eligible list. Any candidate who applies for conditional veterans' credits must also provide proof of current active military status to receive the conditional credits.

No credit may be granted after the establishment of the eligible list.

It is the responsibility of the candidate to provide appropriate documentary proof indicating that their military service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including the veteran's credit.

For open competitive examinations, veterans' credits are applied to the final score of passing candidates as follows:

- Non-disabled Veteran.....5 Points
- Disabled Veteran..... 10 Points

Effective January 1, 2014, the State Constitution was further amended to entitle veterans who have used non-disabled veterans' credits for a Civil Service appointment or promotion with New York State or a local government, and who were/are subsequently certified as being a disabled war-time veteran by the United States Department of Veterans Affairs, to additional credits for a

subsequent appointment or promotion. If you wish to claim the additional disabled veterans' credits, please contact the Chenango County Personnel Office for further instruction. All requests and required documentation must be received by the Chenango County Personnel Office prior to the establishment of the eligible list resulting from an examination.

APPLICATIONS FROM/TO/BY

Application forms may be obtained at the Chenango County Personnel Department or online at www.co.chenango.ny.us/personnel. You may also request one be mailed to you by sending a stamped, self-addressed envelope to: Personnel Department, Chenango County Office Building, 5 Court St., Norwich, NY 13815.

Do not wait until the last day to file your application. Applications that are postmarked after the last filing date, or personally delivered to our office after 5:00 P.M. on the last filing date cannot be considered. The applicant should make sure **EVERY** question on the application is answered, including the estimated percentage of time spent personally performing the duties of each employment (i.e., 5%, 20%, etc.). Incomplete applications will be disapproved. Candidates will be notified of the disposition of their application prior to the examination. If notice of acceptance or disapproval is not received at least four days prior to the date of the written examination, please call this office at (607) 337-1470.

A separate application and appropriate processing fee must be submitted for each separately numbered examination for which a candidate wishes to apply. Applications must contain the correct examination title and/or number in order to be considered.

This department does not acknowledge receipt of applications and does not accept responsibility for non-delivery or postal delay.

ADMISSION NOTICES

If you do not receive your notice to appear for the written test at least four days before the date of the test, notify this office at (607) 337-1470.

Do not interpret a notice to appear for, or actual participation in, the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made in the application. These statements may not be closely reviewed and/or verified until after the examination has been held. At the time of review those candidates not meeting the requirements will be disqualified. Candidates who are disqualified after taking the test may not receive a score and will not be eligible for certification and appointment from the eligible list established as a result of the examination.

ALTERNATE TEST DATE

Civil Service tests represent considerable planning, preparation, and expense; therefore, candidates are expected to make every effort to take the test on its scheduled date. However, an alternate test date may be granted for specific verifiable circumstances set forth in the Alternate Test Date Policy of this department. The determination as to whether or not a candidate meets the requirements for being afforded the opportunity to take an examination on an alternate test date shall be made by the Personnel Officer.

Candidates who are unable to take an examination because of a situation that is known prior to the scheduled exam date should notify the Chenango County Personnel Department in writing as soon as possible before the test date. The written request should contain a complete explanation of the reason the candidate cannot take the test on the scheduled test date and be supported by appropriate documentation verifying the situation.

Candidates who are unable to take an examination because of an emergency situation that occurs just prior to or on the date of the examination must notify this office at (607) 337-1470 no later than 4:30 p.m. on the Monday (or 9:30 a.m. Tuesday if Monday is a holiday) following the Saturday scheduled test date. Upon review of verifiable documentation, a determination will be made as to whether a candidate will qualify for an alternate test date.

GENERAL INSTRUCTIONS AND INFORMATION:

1. All statements on the application are subject to verification. Falsification of any part of the "Application for Employment" or any deception or attempt to practice deception in the application or employment process will result in disqualification and/or lead to revocation of a resulting appointment.
2. Candidates filing an application with one or more State and/or local civil service commissions for one or more tests scheduled to be held on the same date should indicate this on all applications so arrangements may be made for a single test site.
3. If you fail to submit the required processing fee payment and then you receive an admission letter in error and participate in the examination, you will be disqualified; this means that your exam will not be graded and/or you will not be considered for placement on the eligible list.
4. It is the responsibility of the candidate to notify the Chenango County Personnel Office of any change in name, address, or telephone number. Failure to notify this office of a change of name or address may result in disqualification for examination or certification for appointment following examination if admittance notices, canvas letters or other communications are undeliverable. No attempt will be made to locate candidates who have moved.
5. In case of adverse weather conditions, candidates should not call this office. Any changes to or cancellations of an examination will be broadcast over one or all of the following radio stations; WKXZ FM 94, WSRK FM 103.9, WCDO FM 101, and WCDO AM 1490. Examinations will not normally be cancelled for adverse weather conditions unless Chenango County officially declares a state of emergency and/or closes Chenango County roads.

TIME AND PLACE OF EXAMINATION:

Approved candidates will be notified by mail regarding the time and place of the examination.

PREPARATION/RATING OF EXAMINATION:

This examination will be prepared and rated in accordance with Section 23.2 of Civil Service Law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations, as well as establishment and certification of the eligible lists for positions in the classified service, will apply to this examination.

SPECIAL TESTING ARRANGEMENTS:

Religious Accommodation:

If you cannot take a civil service test on the scheduled test date due to a conflict with a sincerely held religious observance or practice, check the appropriate box in Question 5 of the application **and** call this office on or before the last date to file an application for the examination to request an Alternate Test Date Policy and Request Form. The Alternate Test Date Request Form must be completed and returned to this office prior to the scheduled test date. If your Application for Examination and alternate test date request are approved arrangements will be made for you to take the test on a different date. For written tests the alternate test date will normally be the Monday following the scheduled Saturday test date. The alternate test date provided for performance examinations will vary.

Candidates with Disabilities Testing Accommodation:

If you need special testing arrangements in order to participate in an examination because of a disability, check the appropriate box in question 5 of the application. If your Application for Examination is approved, you will be contacted and asked to submit a written request describing the exact nature of the special testing accommodation(s) you require along with medical documentation supporting your need for the testing accommodation(s) you are requesting. This office will forward requests for special testing arrangements and supporting medical documentation to the New York State Department of Civil Service who will review the request and make a recommendation prior to the scheduled test date as to the testing accommodation(s), if any, that shall be provided to the candidate.

Military Make-up Examination:

Section 243-b of Military Law provides that an applicant who applies for a competitive examination during the announced filing period and who is approved for examination but is prevented from participating in any part of the competitive examination due to active military duty or reserve training may request a military make-up examination. To request a military make-up examination, check the appropriate box in question 5 of the application and call this office as soon as possible prior to the scheduled test date to request an Alternate Test Date Policy and Request Form. The Alternate Test Date Request Form must be completed and returned to this office along with a copy of a military order, DD – 214 or other official military document that substantiates that the applicant was or will be on active military duty or reserve training at the time of the scheduled test date. Requests and supporting military documentation will be forwarded to the New York State Department of Civil Service and will be reviewed on a case-by-case basis. In order for a military make-up examination to be administered the eligible list resulting from the original examination holding must still be in existence, and the remaining life of the eligible list must be of sufficient duration to make it practicable to hold a military make-up examination.

Comparable Promotion Examination:

If a promotion examination is held while a public employee who would be entitled to participate in the promotion examination is on military duty, the employee may make a request to participate in a comparable promotion examination once he/she has returned to work. The employee must request a comparable examination within 60 days of being restored to his/her position. Requests for a comparable examination must be submitted in writing to the Chenango County Personnel Office.

Military Members Late Filing:

Section 243–c of Military Law provides that individuals serving on active duty in the armed forces of the United States during the filing period for a civil service examination, or individuals discharged from the armed forces with other than a dishonorable discharge after the filing period for a civil service examination has commenced are permitted to file an application for such examination no later than 10 business days prior to the scheduled date of the examination or the last date to file for the examination, whichever is later.

EEOE: Chenango County is an Equal Opportunity/Affirmative Action employer and does not discriminate on the basis of one's race, including hairstyles or traits associated with race, creed, color, national origin, age, sex, religion, disability, sexual orientation, gender identity or expression, marital status, military status, familial status, domestic violence victim status, predisposing genetic characteristics, prior arrest or conviction record, reproductive health decision making, or any other status protected by State or Federal Law.

CHENANGO COUNTY PERSONNEL OFFICE

Chenango County Office Building

5 Court Street

Norwich, NY 13815

Telephone No. (607) 337-1470

Date of Issue: 10/28/21

<https://www.co.chenango.ny.us/personnel>