



Department of Human Resources & Civil Service

Open Competitive Exam Announcement

Please Post Conspicuously

Cheryl Dinolfo
County Executive

Brayton McK. Connard, SPHR
Director

OC-65238

Public Safety Dispatcher

- Application Fee: **\$15.00**
- Examination Date: **January 11, 2020**
- Application Deadline: **November 14, 2019** – Applications must be submitted online or filed in our office by 5PM or postmarked by this date
- Performance Test: This examination requires a **Qualifying 911 Performance Test**
- Performance Test Date: **To be announced**
- Who May Apply: **Qualified residents of Monroe County**
- Salary: **\$38,172 - \$48,863 annually (Monroe Community College)**
\$45,556 - \$60,918 annually (Gates Fire District)
Varies with other agencies
- Employment Opportunities: The **Gates Fire District** has **two (2)** positions currently held by provisionally appointed employees, who may be appointed on a permanent basis if found reachable on a civil service list established as a result of this exam.

The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.

Minimum Qualifications:

Candidates must meet the following minimum requirements on or before the date of the written exam:

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) One (1) year paid full-time or its part-time equivalent*** experience in two-way radio dispatching or two-way radio communications; OR,
- (B) Eighteen (18) months as a volunteer* for an emergency services organization** with a minimum of one-hundred (100) hours of emergency services dispatching experience; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associates degree in Fire Science, Police Science or Criminal Justice; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A), (B), and (C) above.

*Volunteer experience must be documented by the participating agency. Employment dates, average number of hours worked per week, and job duties must be included.

**Emergency services organization to include but not be limited to volunteer firefighting, ambulance, or police auxiliary organizations.

NOTE: Where the minimum education requirement is not met, additional dispatching experience may be substituted on a year-for-year basis.

210 County Office Building, 39 West Main Street, Rochester, NY 14614-1471
PHONE: (585) 753-1700 TTY: (585) 753-1091 WEB SITE: <http://www.monroecounty.gov>

Monroe County government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation or national origin.
An Equal Opportunity Employer

Special Requirements:

Public Safety Dispatchers must possess Emergency Medical Technician certification at time of appointment for North Greece Fire District.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

Candidates will be required to pass a pre-employment drug test for employment with Monroe County Government.

***part time/volunteer equivalent experience will be credited as follows:

- 0-9 hours per week = no credit
- 10-19 hours per week = 1/4 (one-quarter) of full-time work
- 20-29 hours per week = 1/2 (one-half) of full-time work
- 30 hours or more per week = full-time work

Work experience must be paid or volunteer full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

Residency Requirement:

Applicants must be residents of Monroe County for at least four (4) months at the time of examination.

Fees:

A \$15.00 **non-refundable** Application Fee for each examination for which you apply is to be paid with your application, unless the fee is waived for that examination.

Make check or money order payable to: Monroe County Director of Finance

Write the LAST FOUR DIGITS of your SOCIAL SECURITY NUMBER AND EXAM NUMBER(S) ON YOUR CHECK OR MONEY ORDER.

Be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee. No refunds will be made if your application is disapproved or you fail to appear for the test. There is a \$15.00 charge for returned checks. We do not accept cash.

Exception to Fee Requirement:

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. Employees of Monroe County who are represented by the Federation of Social Workers, Local 381, are eligible for this waiver for all exams if they are in salary group 52 and below; employees in a salary group above 52 are eligible for the fee waiver, if the examination is for a title in their career field. Employees of Monroe County who are represented by C.S.E.A., Local 828, are eligible for this waiver, if they are in salary group 10 or below. The fee is waived for all Monroe County employees taking promotional exams. Individuals wishing to claim this waiver of fee must complete a request for application fee waiver and certification request located on the last page of the application. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

Description of Duties:

This is a highly responsible and moderately difficult position involving operating radio, telephone and related equipment for the efficient relay of information and dispatch of personnel and equipment used in the protection of life and property. Employees receive extensive on-the-job training and must exercise precise judgment, alertness and responsiveness in emergency situations. In some jurisdictions the employee may be required to clean work areas and emergency equipment and perform routine maintenance chores. The employee reports directly to and works under the general supervision of a senior-level employee or ranking uniformed officer and is given leeway to exercise independent judgment in emergency situations. Public Safety Dispatching is a 24-hour activity, requiring dispatchers to work flexible schedules.

Scope of Examination:

The examination for this position will consist of two parts: **(1) a rated written test and (2) a qualifying 911 performance test.** Candidates must pass **both** parts of this examination in order to receive a final passing grade for the entire examination. Your rank on the eligible list will be determined by your score on the written test only.

The **written, multiple-choice test** will cover knowledge, skills and/or abilities in such areas as:

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.

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.

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.

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.

Radio operations and dispatching procedures

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

Performance Test:

A qualifying 911 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%.

Calculators and Reference Materials:

Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is **ALLOWED** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

This written examination is being prepared and rated in accordance with Section 23(2) of the 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 eligible lists for positions in the classified service will apply to this examination.

-----**BASIC CIVIL SERVICE INFORMATION**-----

Applications:

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

Candidates must record the Exam Number and Title on the Application.

Note:

Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

Certifications and Appointments:

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

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.

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.

Veteran's Credits:

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with Veterans Affairs. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

Active Military Members:

Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

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 must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Special Arrangements for Examination:

If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)], if you have a disability that requires special accommodations for you to participate in an examination, or if you require any other kind of special accommodations, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

Multiple Exam Takers:

Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the

Public Safety Dispatcher, OC-65238

Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a cross-filer form.**

Candidates taking more than one (1) exam in **different** exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Candidates taking more than one (1) exam in the **same** exam series will be allowed up to the specified length of time for each exam. Example: If you are taking two (2) exams in the same series with a maximum time of five (5) hours for each exam, you can spend no more than five (5) hours to complete both exams.

Admission to Examination:

All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice to appear for the examination **three days** before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

Issue Date: October 23, 2019