

PLEASE POST CONSPICUOUSLY
DELAWARE COUNTY PERSONNEL OFFICE announces
OPEN COMPETITIVE EXAMINATION FOR

DISPATCHER
EXAM #60344

Date Issued
July 2, 2015

Date of Examination
September 12, 2015

Last Filing Date
August 5, 2015

NOTICE: ONLY APPLICATIONS SUBMITTED TO THE DELAWARE COUNTY PERSONNEL OFFICE WILL BE CONSIDERED FOR THIS EXAMINATION.

EXAMINATION FEE: A fee of \$15.00 is required for each separately numbered examination for which you apply. The required fee MUST accompany your application and be postmarked by the last filing date or you will not be approved to take the examination. Send your certified check or money order payable to the Delaware County Personnel Office. Write the examination number(s) on your check or money order. ******PERSONAL CHECKS WILL NOT BE ACCEPTED.****** No refund of fees will be allowed whether or not you meet the minimum qualifications. 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.

EXAMINATION FEE WAIVER: A waiver of examination fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of examination 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. **All claims for examination fee waiver are subject to verification. If you can verify eligibility for examination fee waiver, complete a "Request for Examination Fee Waiver and Certification" form and submit it with your application by the Last Filing Date as listed on the Examination Announcement. "Request for Examination Fee Waiver and Certification" forms may be obtained in the Personnel Office or online at www.co.delaware.ny.us click on departments and then personnel. Waivers will not be considered if filed after the last filing date.**

LOCATION OF POSITIONS: Delaware County Emergency Services, Public Safety Building, Phoebe Lane, Delhi, NY 13753

SALARY: \$14.9435 - \$16.0421

DUTIES: This position involves responsibility for receiving and referring complaints and for the efficient dispatch of messages to Law Enforcement Personnel. Work is performed under general supervision in accordance with established policy. Employees in this class must exercise good judgment in response to emergency situations. Incumbents perform related work as required.

MINIMUM QUALIFICATIONS: Either:

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

SPECIAL REQUIREMENT: Successful certification as a NYSPIN operator within 6 (six) months of appointment.

Candidates claiming college credits MUST submit a copy of their official transcript(s).

RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED only AS AN ADDITION TO YOUR APPLICATION.

NOTE: Unless otherwise specified, all required experience must be full-time paid or its part-time paid equivalent. **You are responsible for submitting an accurate, adequate and clear description of your experience. Omissions or vagueness will NOT be interpreted in your favor.** Applicants for examination must meet all minimum qualifications on or before the examination date with no tolerances allowed. If an applicant lacks the required experience or has not completed all required training at the time he/she submits an application, but is serving in a qualifying position or will complete all required coursework by the date of the examination, he/she may be approved conditionally to take an examination pending verification of successful completion of all experience and training requirements.

RESIDENCY REQUIREMENT: Candidates must have been a resident of Delaware County or contiguous counties, for at least four months immediately preceding the examination date. **NOTE:** Agencies may appoint an eligible from their own jurisdiction first.

A guide "How to Take a Written Test" is available. Candidates who wish a copy of the Guide should call or write the Delaware County Personnel Office, 1 Courthouse Square Suite #2, Delhi, New York 13753 (607-746-2318) or access our web site at www.co.delaware.ny.us click on departments and then personnel.

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 how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

LISTENING TEST: The written test series for public safety dispatchers will include an audio-based test for all hands-on public safety dispatchers and related titles. It is called **Retaining and comprehending spoken information from calls for emergency services**. The Listening Test uses two media: booklet(s) and audio CD. After each call is played, candidates will read questions in a test booklet and answer them on a standard answer paper.

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. 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%.

RETEST POLICY: Candidates who fail the performance test will be permitted a retest which will be given on the same day as the original performance test.

WAIVERS: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within 24 months 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.

NOTICE TO CANDIDATES: Unless otherwise notified, you are permitted to use quiet, hand-held, solar/battery powered calculators. Calculators with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices **are prohibited**. You may not bring books or other reference materials.

This examination is announced and will be 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 rating of examinations will apply to this examination.

Applications for examination can be obtained from the Delaware County Personnel Office, 1 Courthouse Square Suite #2, Delhi, New York 13753. **ALL RELEVANT INFORMATION MUST BE CONTAINED IN YOUR APPLICATION. RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED only AS AN ADDITION TO YOUR APPLICATION.**

A separate application must be filed for EACH examination for which you apply. Applications must contain the correct examination title and/or number in order to be considered. The Delaware County Personnel Office reserves the right to accept or to reject applications/fees submitted/postmarked after the last announced filing date. The Delaware County Personnel Office is NOT responsible for the delivery, from this office by the postal system, of exam announcements or other material relating to the exam.

APPLICATION DEADLINE POLICY: All applications along with application fees or proofs of waiver must be submitted to the Delaware County Personnel Department before the close of business on the date of last file as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the Application Deadline. Applications that are received after the Application Deadline and are not received in the Personnel Department by the Application Deadline will not be accepted.

CROSSFILING: APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DATE: If you have applied for other Civil Service examinations for employment with N.Y. State or other local governments, YOU must make arrangements to take all the examinations at one test site. **If you are taking a state exam you must sit at a State site.** If you have applied for an examination, in another County, City or State, which is scheduled to be given the same date as this exam, you must write our office and the Civil Service office in the other County/City or State and make arrangements to take both exams at either our test site or theirs. **You must make these arrangements with our office no later than the last filing date indicated on this announcement. You must advise our office in writing, by the last filing date contained in this announcement where you intend to take this exam.** Please note that State exams cannot be given at our test site.

If you are unable to take this examination due to an emergency situation, and you wish an alternate test date, you MUST call the Delaware County Personnel Office, with your request, by noon of the Monday following the test date.

*****Religious Accommodation***** Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with religious observance or practice, check the box under "Special Arrangements." We will make arrangements for you to take the test on a different date (usually the following Monday).

*****Handicapped Persons:***** If special arrangements for testing are required, please indicate this on your application.

*****Active Duty Military Personnel:***** Pursuant to Section 243b of the Military Law, applicants who are unable to take this exam on the regular exam date because of active military duty may be eligible to take a special military makeup examination. If you are on active military duty and unable to take this exam on the regularly scheduled exam date, please indicate this on your application. You will then be sent additional information regarding a military makeup exam.

*****Veterans or Disabled Veterans:***** Who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score. Effective January 1, 1998, the State Constitution was amended to permit a candidate **currently in the armed forces** to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No credit may be granted after the establishment of the list.** It's the responsibility of the candidate to provide appropriate proof indicating the 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 veteran's credits.

*****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.

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EMPLOYMENT OPPORTUNITY EMPLOYER

DELAWARE COUNTY PERSONNEL OFFICE
TEDDIE STOREY, PERSONNEL OFFICER