

ALLEGANY COUNTY DEPARTMENT OF
HUMAN RESOURCES/CIVIL SERVICE

7 Court Street, Room 216
Belmont, New York 14813
Telephone: 585-268-9212 Fax: 585-268-9742

**A NON-REFUNDABLE APPLICATION FEE OF \$15.00
MUST ACCOMPANY YOUR APPLICATION FOR EACH EXAMINATION**

EXAMINATION TITLE: Emergency Services Dispatcher

NUMBER: 63845

OPEN COMPETITIVE

SALARY: \$18.04-\$21.83/hr.

EXAMINATION DATE: January 22, 2022*

Applications must be received in this office by **4:00 PM** December 10, 2021 or be postmarked with that date.

*Please contact this office if you do not receive your admission notice within three days of the examination date.

Vacancies: The eligible list resulting from this exam will be used to fill vacancies and all future vacancies as they occur in Allegany County Sheriff's Office.

Candidates must have been legal residents of Allegany County and adjoining counties (Wyoming, Livingston, Steuben, Cattaraugus, McKean, and Potter Counties) for at least one month immediately preceding the date of the written examination. Preference may be given to residents of Allegany County or a political subdivision of Allegany County.

An official application form must be filed for each examination. You are responsible for completing all sections of the application. Exam number and title must be recorded on the application. **INCOMPLETE APPLICATIONS MAY BE DISAPPROVED.** For further information/application forms, contact the Allegany County Civil Service Department, 7 Court Street, County Office Building, Belmont, NY 14813-1081 – Phone 585/268-9212.

ATTENTION CROSS-FILERS:
ADDITIONAL REQUIREMENT:

- If you have applied for **both State and Local** government examinations, you must take your examinations at the State examination center. You are required to notify the Allegany County Civil Service Office no later than **two weeks before** the test date by submitting a Cross Filing Form. You will be advised by letter when and where to report for your examinations.
 - If you have applied for **other Local** government exams, you may select which location to appear for the exams. You are required to notify the Allegany County Civil Service Office no later than **two weeks before** the test date by submitting a Cross Filing Form. You must also 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 exams.
- The Cross Filing Form may be found on our website at: <http://www.alleganyco.com>, click on Human Resources/Civil Service at the website.
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MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma **and** twelve months work experience in a position which regularly required a candidate to utilize a computer.

APPLICATION FEE: In accordance with Civil Service Law Section 50, this Civil Service Department will be collecting a fee of \$15.00 from examination applicants for each separate examination for which they apply. The **\$15.00** fee applies to this examination. The required \$15.00 fee must accompany your application and must be in the form of either a money order payable to the Allegany County Treasurer or cash (**exact amount only please, we cannot make change**). **PERSONAL CHECKS ARE NOT ACCEPTED.** As **no refund** will be made, you are urged to compare your qualifications carefully with the specified minimum qualifications and file for the exam only if you are clearly qualified.

APPLICATION FEE WAIVER: 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. **ALL CLAIMS FOR APPLICATION FEE WAIVER ARE SUBJECT TO VERIFICATION.** **If you can verify eligibility for application fee waiver,** complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the application deadline as listed at the beginning of this announcement. Contact the Allegany County Civil Service Department, 7 Court Street, Belmont, NY 14813, Phone: 585/268-9212 for the Application Fee Waiver and Certification form.

DUTIES: The work involves operating an emergency communications center, receiving requests for emergency and non-emergency services from the public to include dispatching of Emergency Medical, Fire and Law Enforcement personnel and equipment. Duties are performed under general supervision in accordance with established policies and procedures. An Emergency Services Dispatcher performs related work as required.

SUBJECT OF EXAMINATION:

A test designed to evaluate knowledge, skills and /or abilities in the following areas.

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.

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.

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.

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

Religious Observers – Disabled Persons: If special arrangements for testing are required, please indicate this on your application form.

VETERANS OR DISABLED VETERANS desiring to claim additional credit may make application for such additional credit on their application for examination or at any time between the date of the application and the date of the establishment of the resulting eligible list. Veterans credit is added only to the score of the exam when the passing grade of 70 or higher is attained by the candidate.

ADDITIONAL EXAMINATION CREDIT TO 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.

Use of Calculators is ALLOWED.

This written exam is being prepared and rated by the NYS Dept. of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with the rating of exams will apply to this examination.

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%.

RETEST POLICY – Upon receiving written notification of failing the performance test, candidates may make a request, in writing or by phone call, for a performance retest. It is the policy of Allegany County Civil Service Department that candidates to be retested must wait 30 days from their date of original testing. A candidate is allowed to retest one (1) time after their original performance testing.

POLICY FOR WAIVER OF PERFORMANCE EXAMINATIONS FOR Emergency Services Dispatcher:
It is the policy of the Allegany County Civil Service/Human Resource Department that all candidates taking an exam for Emergency Service Dispatcher may request, in writing, a waiver for the performance examination. If you had passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within one year of the written examination, 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 the date of the performance test taken, as well as proof of passing.

ISSUED: November 10, 2021

ALLEGANY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This announcement is also available on the Internet at: <http://www.alleganyco.com>, click on Human Resources/Civil Service at the website.