

BROOME COUNTY DEPARTMENT OF PERSONNEL
THIRD FLOOR, COUNTY OFFICE BUILDING, GOVERNMENTAL PLAZA
60 HAWLEY STREET, PO BOX 1766
BINGHAMTON, NEW YORK 13902
AN EQUAL OPPORTUNITY EMPLOYER

OPEN COMPETITIVE EXAMINATION FOR EMERGENCY SERVICES DISPATCHER

Exam Number: 65-111

EXAMINATION DATE: March 20, 2010

LAST DATE TO FILE APPLICATION WITH PROCESSING FEE OR WAIVER*: February 10, 2010

***Processing Fee:** Fifteen dollar (\$15.00) non-refundable check or money order is required for each separately numbered examination for which you apply. The required processing fee must accompany your examination application. **Only checks or money orders payable to the Broome County Commissioner of Finance will be accepted.** Please be sure to include applicant's name and examination number on your check or money order. A check returned for insufficient funds may disqualify your application and result in further action and/or service charges.

If your application is disapproved, the fee will not be refunded. Compare your qualifications carefully with the requirements specified on this announcement and file only for those examinations for which you are clearly qualified. Be specific when completing the application; include all pertinent information including credit hours if applicable. Work experience must be paid unless otherwise specified. Part-time experience will be prorated.

***Only applications which are post-marked on or before the last date to file will be accepted. All interdepartmental mail must be received by the close of business on the last date to file. FAXED APPLICATIONS WILL NOT BE ACCEPTED.**

Admission notices will be mailed to all approved candidates approximately 8 days before the examination. If you do not receive your card by the Tuesday before the examination, please call 778-2185.

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. Fee waiver forms are available at the Broome County Department of Personnel, the Department of Social Services or on line at www.gobroomecounty.com.**

MINIMUM SALARY
\$15.95/hour (2009 rate)

VACANCIES**
Anticipated

LOCATION OF WORK
Broome County Office of Emergency Services

Eligible list: The eligible list established as a result of this examination will be used to fill vacancies, as they occur, in all Broome County departments, towns, villages, school districts, and special districts under the jurisdiction of the Broome County Personnel Officer.

**Vacancies – Positions may be filled temporarily at this time; however, the resulting eligible list must be used to permanently fill the position.

Residency: There are no residency requirements for this examination. However, preference in appointment may be given to successful candidates who, at the time of examination, are legal residents of the locality in which appointment is to be made. For appointment within Broome County departments, preference **will** be given to candidates who are residents of Broome County at the time of examination except as stated in Resolution 07-84.

DUTIES: Employees in the class are responsible for monitoring dispatching and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.) Dispatchers also maintain radio communications with road patrol officers requesting back-up assistance. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services to situations which may involve danger to life and/or damage to property as quickly as possible. This job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours. May be required to perform various clerical duties as needed. Does related work as required.

MINIMUM QUALIFICATIONS:

- A) Completion of two years (60 semester credit hours) of study from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; OR
- B) One year of experience as a dispatcher in an emergency services organization; OR
- C) One year paid or volunteer experience as an active member of an emergency services organization, i.e., firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely-related position; OR
- D) An equivalent combination of experience as defined by the limits of A), B) and C) above.

NOTE: Possession of American Safety & Health (ASHI) Basic First Aid and CPR certification is necessary within 6 months of appointment.

SPECIAL REQUIREMENT: Incumbents in this position are required by the County Legislature to reside within the County of Broome at all times during their employment in the title. Completion of the Emergency Medical Dispatch Course, certified by the National Academy of Emergency Medical Dispatch, must be obtained during the first year of employment. It must be maintained throughout employment.

Anticipated eligibility: If you expect to complete the educational requirement by **December 31, 2010**, you can be admitted to this examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Broome County Department of Personnel. Proof must be submitted by **March 1, 2011**; failure to do so will result in removal of your name from the eligible list. You must meet the experience requirement, if any, before the examination date.

SUBJECT 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 use written directions to code and decode information accurately. You will be asked to apply sets of coding rules to code information and to interpret coded information. 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.

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. 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: 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 as of **March 20, 2008**, 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.

Candidates must bring their picture ID and two sharpened #2 pencils to the examination. **USE OF CALCULATOR IS ALLOWED FOR THIS EXAMINATION.** Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.

Rating: This written examination is being prepared and rated by the New York State Department of Civil Service, in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

Applying for civil service examinations in multiple jurisdictions when examinations are scheduled on same date:

If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must make arrangements to take all your examinations at the State examination center by calling (518) 474-6470 in the Albany area or toll free at 1-877-697-5627 [press 2, then press 1], no later than two weeks before the test date.

If you have applied for another local government examination with another local civil service agency, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. 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 examination.

Religious accommodation/handicapped candidates/military personnel: If special arrangements for testing are required, indicate this on your application form.

Military Personnel: If you apply for an examination during the filing period but are on active military duty on the date the examination is scheduled, you may request a make-up examination. Requests must be received no later than 60 days after leaving active service in most cases. Please contact the Broome County Department of Personnel for more information.

Special Requirement for Appointment in School Districts and BOCES:

Per 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 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.

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 the Department of Personnel 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."

General Information/Instructions: A copy of the general instructions, announcement and applications may be obtained upon request to the Broome County Department of Personnel or from our website at www.gobroomecounty.com.

OC Exam Form 10/06

Date of Issue: 1/26/10

Emergency Services Dispatcher-OC