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**EXAM ISSUED ON 10/16/17**

**GREENE COUNTY CIVIL SERVICE:**  
411 Main Street, 3<sup>rd</sup> Floor, Catskill, NY 12414; Ph: 518-719-3253 --- [www.greenegov.com](http://www.greenegov.com)

**Announces an**  
**OPEN-COMPETITIVE EXAMINATION FOR**

## **EXAM NO: 64861 - EMERGENCY OPERATIONS DISPATCHER**

**REFER TO GENERAL INFORMATION ON PAGE 3 BEFORE COMPLETING APPLICATION**

**LAST FILE DATE: NOVEMBER 27, 2017**  
(Postmarked no later than 11/27/17)

**EXAMINATION DATE: JANUARY 6, 2018**

**EMERGENCY OPERATIONS DISPATCHER:** Administration of this exam does not imply there is a vacancy. Currently, there are no vacancies. The eligible list established as a result of this exam will be used to fill future vacancies within the Emergency Operations and Training Center.

**SALARY:** \$16.10 per hour

**RESIDENCY REQUIREMENTS:** Candidates must be legal residents of Albany, Columbia, Delaware, Greene, Schoharie or Ulster Counties for at least six (6) months immediately preceding the date of the examination. Preference in appointment may be given to Greene County Residents. (C.S. Law #23, Par 4, Sub Par A)

**NON-REFUNDABLE FILING FEE:** A \$15 check or money order must be submitted with your application. **CASH NOT ACCEPTED**

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma; **AND**

- A. Active membership in a fire department company or rescue squad for at least one (1) year which shall include knowledge of emergency vehicles and equipment;
- OR**
- B. Two (2) years of full-time paid or its part-time equivalent experience in dispatching police, firefighters, emergency medical personnel or vehicles through the use of radio/telephone communication equipment;
- OR**
- C. One (1) year of full-time paid or its part-time equivalent experience in the operation of radio/telephone communication equipment in public works, taxi, bus or other fleet operation settings and one (1) year of full-time paid or its part-time equivalent experience in police, fire or ambulance services;
- OR**
- D. Any equivalent combination of training and experience as defined in A, B and C above.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Answers incoming calls for police, fire, emergency medical assistance or services, in addition to departments such as Highway, Social Services, Public Health and Mental Health; Evaluates the information provided and creates a CAD entry (Computer Aided Dispatch) utilizing call-taking protocols; Dispatches public safety personnel and equipment on both routine and emergency calls utilizing a CAD/Mapping system, multiple video display monitors, radio dispatching consoles and related equipment; Maintains a continuous log on a computer terminal of all radio calls sent out or received, and to record police, fire and emergency medical services equipment dispatched within and outside the County and to log equipment out of service; Follows Emergency Medical Dispatch (EMD) protocols regarding pre-arrival dispatch instructions for medical emergencies; Determines response requirements and relative priorities of situations, and dispatches police, fire or EMS units via radio consoles in accordance with established protocols and procedures; Monitors and maintains status of public safety personnel and equipment; analyzes situations accurately and takes effective action to help ensure officer and firefighter safety; Sends messages by computer terminal utilizing the eJustice NY Portal and receives and reviews incoming eJustice NY messages notifying police as appropriate; Provides Emergency Medical, Fire and/or Police Dispatching services, including pre-arrival and post-dispatching instructions to the caller using accepted protocols; Provides the public with basic instructions to safeguard persons in dangerous situations prior to the arrival of trained emergency personnel; Maintains familiarity with major roads, streets, areas, and industrial and public facilities within the county; Learns material and passes required test for certification and recertification in all aspects of the job; Performs clerical and administrative tasks as assigned.

**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. Notepaper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions;

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

**5. 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.

**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 GREENE COUNTY CIVIL SERVICE COMMISSION 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%.**

**WAIVER:** If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within the past three (3) years of the written test, you will not be required to take the performance test. You must furnish proof to this office.

**RETEST POLICY:** Candidates who do not qualify on the performance test may request a retest of the performance test in typing. A one- time retest will be available. The retest will be given on the same day as the original performance test.

**THE INCUMBENT MUST ALSO SUCCESSFULLY COMPLETE THE FOLLOWING:**

1. Basic Emergency Services dispatch course administered by either the Association of Public Safety Communication (APCO) or the NYS Office of Inter-Operability;
2. A minimum of 400 hours (10 weeks) of an Emergency Services Dispatch Training (ESDT) Program (Administered in house);
3. 40 hours of Emergency Medical Dispatch (EMD) program;
4. A certified Cardio Pulmonary Resuscitation (CPR) program (American Heart Association standard).

**SPECIAL REQUIREMENTS:** If applicable to the position, possession of a valid New York State driver's license is required at the time of appointment and must be maintained throughout employment. Emergency Operations Dispatchers are required to work non-traditional hours, including day and night shifts, weekends and holidays as a normal function of this position.

**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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)**

**GENERAL INFORMATION --- GREENE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER -- PAGE 3**  
**APPLICATIONS AND FORMS MAY BE OBTAIN FROM THE OFFICE OR AT [www.greenegov.com](http://www.greenegov.com)**

**1. APPLICATIONS:** Mail to: Greene County Civil Service Commission, 411 Main Street, Catskill, NY 12414. Applications are accepted up to the last filing date indicated on announcement. This department does not make formal acknowledgment of the receipt of an application, or take responsibility for non-delivery of mail or postal delays. The Commissioners reserves the right to reject or accept applications after the advertised filing period. Read and compare your qualifications carefully with the minimum qualifications as outlined. Only apply for those exams for which you are qualified for. Resumes will not be accepted as a substitution for indicating work experience on your application, but are accepted as an addition to your application. All experience is considered as paid work experience, **unless** specified under the minimum qualifications; volunteer experience, unpaid internship experience (if paid, verification must be provided) and education will not be accepted and/or substituted for experience in meeting the qualifications. **FAXES & COPIES ARE NOT ACCEPTED--THE ORIGINAL SIGNATURE MUST APPEAR IN INK.** **2. NON-REFUNDABLE FILING FEE & FEE WAIVER:** A \$15 fee is required for **EACH** exam you are applying for with the exception of POLICE OFFICERS, DEPUTY SHERIFFS, OR CORRECTIONS OFFICERS exams. Only a \$25 fee is required for the POLICE OFFICERS, DEPUTY SHERIFFS OR CORRECTIONS OFFICERS exams. The required **fee** must accompany your application. **Do not send cash! A check or money order payable to Greene County Civil Service Commission is required.** Include the exam title and exam number on your check or money order. Fees may be waived per C.S. Law §50.5(b). In order to be eligible for the FEE WAIVER, the completed Fee Waiver form must be submitted with your exam application. A \$10 SERVICE CHARGE will be imposed on any checks returned to the Greene County Treasurer. **3. TIME AND PLACE OF EXAM:** Accepted candidates will be notified by letter approximately two (2) weeks prior to the exam date when and where to appear for the exam. You are required to bring your admission letter and social security number to the exam site. Call this office at (518) 719-3253 if you do not receive a notice up to three (3) days prior to the exam. **4. MULTIPLE EXAMINATIONS & CROSS FILER SCHEDULED FOR THE SAME DAY:** If you have applied to take a written exam announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same exam date as this written exam, you must notify each of the local jurisdictions no later than two weeks before the exam date, so they can make arrangements for taking all exams at one exam site. All exams for positions in State government will be held at a State exam center. When taking both **State and Local** government exams, you are required to take all exams at the **STATE** exam site. For Greene County call (518) 719-3253, or obtain a cross filer form from our website or write to the above address no later than **two (2) weeks** prior to the date of the exams. **5. SPECIAL EXAM ARRANGEMENTS & RELIGIOUS ACCOMMODATIONS:** If you require particular accommodations or special testing arrangements as a person with a disability or alternate test date candidate (in accordance with alternate test date policy) clearly indicate this on your application. All such requests must be supported by appropriate documentation. Special arrangements to provide access for disabled persons will be made in compliance with local, state and federal laws and regulations. For religious accommodation, most written exams are held on Saturdays. If you cannot take the exam on the announced exam date due to a conflict with a religious observance or practice, please check the box under #5 "RELIGIOUS ACCOMMODATION." We will make arrangements for you to take the exam on a different date, usually the following Monday. **6. AGE REQUIREMENT:** Unless otherwise specified in the exam announcement, there are no age restrictions. However, there may be statutory restrictions on your employment if you are under 18 or over 70 years of age. **7. RESIDENCY REQUIREMENT:** Unless otherwise specified in the exam announcement, candidates in all open competitive exams must at the time of the exam have been legal residents for at least six (6) months of the political subdivision in which they seek appointment. **8. VETERANS' CREDIT:** Disabled and non-disabled veterans who establish their eligibility for additional credits and are successful in the exam are entitled to have 10 and 5 points respectively (5 and 2 ½ points of credits in the case of promotion exams), added to their earned scores provided they have not used such credits to obtain permanent appointment or promotion. You will be allowed the option of waiving these credits after the completion of the exam. Effective 1/1/98 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 exams. 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 IS THE RESPONSIBILITY OF THE CANDIDATE TO PROVIDE APPROPRIATE DOCUMENTARY PROOF TO THIS OFFICE** indicating that the service was in time of war, as defined in Sec. 85 of C.S. Law and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified a score including veterans' credit. An appropriate application form may be obtained at the Civil Service Office. **FAILURE TO PROVIDE PROOF PRIOR TO ESTABLISHMENT OF THE ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.** **9. ADDITIONAL SERVICE CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:** In conformance with Section 85-a of the C.S. 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 exam for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this exam 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 exam. 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. **10. TRANSCRIPTS & COLLEGE DEGREES:** Whenever college transcripts or diplomas are requested, they should be submitted with the application for the exam or as soon as possible thereafter before the exam. Degrees must be awarded by a regionally accredited college or university or one recognized by NYS Education Dept. If your degree was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. Please contact Civil Service for additional instructions. **11. RATING & REVIEW:** The passing grade for examination is 70. Unless the announcement states otherwise, this exam is being prepared and rated by the NYS Department of Civil Service in accordance with Section 23.2 of the NYS C.S. Law. The provisions of the NYS C.S. Rules and Regulations dealing with the preparation and rating of written exams will apply to this exam. **12. TRAINING AND EXPERIENCE:** Training and Experience will not be a subject of the exam unless specified on the front of the announcement. If a subject of the exam, training and experience may not be rated if all passing candidate are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application which are subject to verification. **13. ELIGIBLE LIST:** Eligible lists will be established on the basis of passing grades received by the candidates in the competitive portions of the exam. Lists are established for duration of one year unless further extended. The resulting eligible list will be used to fill appropriate vacancies as they occur. Lists resulting from promotion exams are certified first. **14. SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES involving direct contact with students, a clearance for employment from the State Education Department is required. **15. FOR POSITIONS REQUIRING CRIMINAL BACKGROUND INVESTIGATION & FINGERPRINTING:** 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. Fingerprints to be used in performing the background checks would be collected from applicants pursuant to regulations promulgated by the DCJS, which will perform the State background check. DCJS will also submit the fingerprints to the FBI for the completion of the national background check. Individuals found to have criminal histories that bar their appointment to the position sought would then be disqualified by the municipal civil service agency pursuant to Section 50(4) of the Civil Service Law. As mentioned above, this Chapter applies to applicants or eligibles for original appointment to positions in the classified service. Current employees, transfer candidates, individuals reinstated from preferred lists pursuant to Section 81 of the Civil Service Law and applicants for promotion examinations or current eligibles on promotion eligible lists are specifically exempted from the provisions of this Chapter. This act took effect July 22, 2003. **16. USE OF CALCULATORS:** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **The calculator function on cell phones & devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.** You may not bring reference materials unless notified to do so. **17. WEATHER:** Listen to your local TV & Radio Stations, (WNYT, WRGB, WTEN, WXXA and 98.5 THE CAT, OLDIES 93.5, 1230 WHUC, FLY 92, 810 WGY, 107.7 WGNA) **18. EMERGENCIES (OTHER THAN WEATHER):** If an emergency prevents you from appearing for the exam please notify this office no later than 10:00 AM on the Monday following the test date. (Tuesday, if Monday is a holiday), providing verifiable documentation of the reason.

**NOTE:** As a condition of employment only within Greene County Depts., candidates receiving a conditional offer of employment must successfully pass a drug screen, failure to meet the above standards may result in disqualification.