



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
 www.co.ontario.ny.us ~ ~ (585) 396-4465

Vision: Foster a vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

DISPATCHER I
CIVIL SERVICE EXAM
 (Open to the public)

<u>Exam Date</u>	<u>Exam Number</u>	<u>Application Fee*</u>	<u>Application Deadline</u>
January 19, 2019	68-786	\$15.00 (Do not send cash)	December 5, 2018

* Application Fee is non-refundable and must be by check or money order only. Do not send cash.
 It is the applicants' responsibility to clearly show that they meet the minimum qualifications for the position.

Pay Rate: Ontario County 2019 Starting Salary: \$40,560 (\$19.50/hr).

Vacancy: The Eligible List resulting from this examination will be used to fill all future vacancies in Ontario County.

Residency Requirements: Candidates must have been legal residents of Ontario, Livingston, Monroe, Seneca, Steuben, Wayne, or Yates County for at least one month immediately preceding the examination date.

In accordance with Section 23-4 (a) of the Civil Service Law, **preference in appointment** may be given to residents in the jurisdiction where the vacancy exists. When preference in certification is given, an eligible must have been a resident of such municipality for at least one month prior to the date of certification and must be a resident of such municipality at the time of certification and appointment. Applicants must list a home address to be considered for preference in certification.

Minimum Qualifications:

- 1) Graduation from high school or possession of a high school equivalency diploma (GED); OR
- 2) Two (2) years of full-time paid experience, or its part-time equivalent, as a call taker or dispatcher in a computer aided public safety dispatch/communications operation.

Special Requirement for Permanent Appointment: Possession of American Heart Association CPR certificate and maintenance of such certificate throughout the tenure of employment in the position.

Note: A physical examination for general health including a hearing exam will be required.

Anticipated Eligibility: Applicants who lack thirty days, or less, of meeting the minimum qualifications by the date of the examination will be admitted conditionally to the examination. However, proof of the additional days' qualifications must be submitted prior to the establishment of the eligible list.

Job Description: This is trainee-level emergency communications work requiring the use of computers, telephones, and radio systems in the transmission of communications and dispatching of emergency personnel and equipment to emergency situations. An appointee who satisfactorily completes one year of permanent competitive class service as a Dispatcher I will be advanced to the position of Dispatcher II without further examination. Work is performed under close supervision. The 911 Dispatcher must learn police, fire and EMS districts as well as have the ability to make rapid and good judgment in highly stressful emergency circumstances; does related work as required.

Controlled Substance Screening: When you are offered a full-time or part-time, permanent or contingent permanent appointment at Ontario County, you will be required to complete a controlled substances screening prior to employment.

Background Investigation: Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offenses are subject to evaluation and may result in disqualification. Applicants will be required to submit the necessary fees for the fingerprint processing, where required.

Ontario County and the Department of Human Resources is committed to a Drug Free Workplace and has determined that the use or sale of illegal controlled substances, including exchanging or giving to another of any illegal controlled substance, may disqualify candidates from employment as a Dispatcher.

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.

Subjects of Examination: (Continued)

- 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.**

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

Candidates are allowed to use quiet, hand-held, solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited. Cell phones, SmartWatches or any similar electronic devices are prohibited. You may not bring books or other reference materials. **You will not be permitted to use the calculator function of your cell phone.**

In addition to the subjects of Examination covering the written test, a performance test will be conducted as follows:

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 proceeded 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.

Keyboarding Performance Test Waiver: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within five (5) years 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.

NOTE: ONLY THE WRITTEN TEST SCORE WILL DETERMINE THE FINAL TEST SCORES.

**EMERGENCY CANCELLATION OF EXAMS WILL BE ANNOUNCED ON:
CHANNEL 10 NEWS, NEWS10NBC.COM, and 1550 AM RADIO STATION.**

Applications and further information may be obtained by writing or calling in person at the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES, 3019 County Complex Drive, Canandaigua, New York 14424 (585-396-4465). Information may also be obtained by visiting our website at www.co.ontario.ny.us/HumanResources/. Completed applications, which must be delivered personally or bear a postmark not later than **DECEMBER 5, 2018**, must be filed at the same address.

It is the candidates' responsibility to notify Ontario County Department of Human Resources, in writing, of **address / telephone number changes**. All communication with candidates is done through the U.S. Mail. To be considered for preference in certification based on residency, be sure to include the city and/or town/village and school district you live in.

If candidate **fails to receive an admission letter** at least seven days prior to the examination date, you should contact the Department of Human Resources immediately.

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

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

Crossfiler: Applying for Civil Service Examinations in Multiple Agencies When The Exams are Scheduled on Same Date: If you have applied to take a written test for other local jurisdictions (county, town, city) scheduled on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date of the test site at which you wish to take your examination, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center. You must provide a list of all exam titles, numbers and locations for which you have applied. For this examination, write to Ontario County Department of Human Resources, 3019 County Complex Drive, Canandaigua, New York 14424.

The required **NON-REFUNDABLE application processing fee** must accompany your application. This means that your fee will not be returned to you in any case, even if your application is disapproved. (If you file for multiple examinations, each application must be accompanied by a separate check/money order.) Check/money order must be made payable to the Ontario County Department of Human Resources and write the examination number on your check/money order. Do not send cash. If you are approved and do not appear for the examination, you forfeit the fee as no refunds will be made. In accordance with Civil Service Law, Section 50.5(b), an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. A **\$20.00 service charge** will be imposed on any checks returned to the Ontario County Treasurer.

Special requirement for appointment in school districts or Wayne-Finger Lakes 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.

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.

Any member of the **Armed Forces** of the United States of America, who having duly filed an application to compete in a scheduled competitive examination for Civil Service employment by the State of New York or any of its subdivisions and who due to active military duty is deprived of the opportunity to compete in such examination shall be provided with an opportunity to compete, under terms and conditions deemed appropriate by the State Department of Civil Service or Municipal Commission, by way of a special military make-up examination.

Public Service Loan Forgiveness Program (PSLFP) - The PSLF Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance on your (Direct Loan) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. For more information about this program go to: <http://studentaid.ed.gov/sites/default/files/public-service-loan-forgiveness.pdf>

Ontario County is an **Equal Opportunity Employer** and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

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 and Rules and Regulations dealing with the rating of examinations will apply to this examination.

Michele O. Smith Director of Human Resources Dispatcher I Exam No. 68-786 Issued: November 7, 2018
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