

**THE ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES
ANNOUNCES
AN OPEN-COMPETITIVE CIVIL SERVICE EXAMINATION FOR**

**DISPATCHER I
EXAM NO. 67-195**

Written Test to be Held March 20, 2010 Ontario County, NY	Application MUST be Postmarked no later than March 5, 2010	Processing Fee \$15.00 (Check/Money Order)
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ONTARIO COUNTY 2010 STARTING SALARY: \$34,632.00 (\$16.65/hr.) The List resulting from this examination will be used to fill all future vacancies as they occur.

CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF ONTARIO COUNTY FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE EXAMINATION DATE.

TYPICAL WORK ACTIVITIES: (Illustrative only)

TRAINS TO:

Receives and processes all emergency and non-emergency calls coming into the 911 Center;
Uses various radio systems to dispatch appropriate services (fire, EMS, police) to all calls for assistance;
Uses various computer systems to receive calls, process calls, and dispatch appropriate assistance;
Engages in Emergency Medical Dispatching which involves the giving of "pre-arrival" medical instruction to callers;
Performs other necessary computer file work as is necessary to the running of a multi/jurisdictional 911 Center.

MINIMUM QUALIFICATIONS:

High School graduation or possession of a high school equivalency diploma.

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.

NOTE: 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.

EXAM NO. 67-195

NOTE: IF AN APPLICATION IS DISAPPROVED OR ADDITIONAL INFORMATION IS NECESSARY, THE INFORMATION MUST BE RECEIVED IN OUR OFFICE 14 DAYS PRIOR TO THE EXAMINATION DATE. WITHOUT THIS INFORMATION, CANDIDATES MAY NOT BE ADMITTED TO THE EXAMINATION.

NOTE: 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 offense are subject to evaluation and may result in disqualification. Applicants will be required to submit the necessary fees for the fingerprint processing, where required.

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 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.

Unless otherwise notified candidates are permitted 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. You may not bring books or other reference materials.

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.

KEYBOARDING PERFORMANCE TEST

WAIVER: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within four (4) 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.

EMERGENCY CANCELLATION OF EXAMS WILL BE ANNOUNCED ON CHANNEL 10 NEWS, NEWS10NBC.COM, AND 1550AM 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 **MARCH 5, 2010**, must be filed at the same address. Information may also be obtained by calling in person at our **WALK-IN** office at 83 Seneca Street in Geneva, (315-719-0321). The Geneva Office is open on Mondays and Wednesdays only.

ADDRESS AND TELEPHONE NUMBER CHANGES MUST BE PROVIDED IN WRITING AS NOTIFICATION OF EXAM AND VACANCIES ARE MAILED TO ELIGIBLES. TO BE CONSIDERED FOR PREFERENCE IN CERTIFICATION BASED ON RESIDENCY, PLEASE INCLUDE SCHOOL DISTRICT AND TOWN/VILLAGE.

IF CANDIDATES FAIL TO RECEIVE AN ADMISSION LETTER AT LEAST SEVEN DAYS PRIOR TO THE EXAMINATION DATE, YOU SHOULD CONTACT THE DEPARTMENT OF HUMAN RESOURCES IMMEDIATELY.

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.

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. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

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 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).

NOTE: 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.

The **required fee** must accompany your application. (If you file for multiple examinations, each application must be accompanied by a separate check/money order. If your application is disapproved, your check/money order will be returned to you.) 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.

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.

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

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. 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.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS OR 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.

John E. Garvey Director of Human Resources
Dispatcher I Exam No. 67-195 Issued: February 10, 2010