



Department of Human Resources & Civil Service

7 Court Street
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Allegany County is temporarily waiving all examination fees for exams being administered between January 1, 2024 and December 31, 2025

EXAMINATION TITLE: Emergency Services Dispatcher NUMBER: 86362

OPEN COMPETITIVE SALARY: \$24.6289 - \$30.2904

EXAMINATION DATE: January 27, 2024 \*

Applications must be received in this office by 4:00 PM November 30, 2023 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 within Allegany County government and vacancies as they may occur in Allegany County Sheriff's Department.

Candidates must have been legal residents of Allegany County or an adjoining county (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.

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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.gov, 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.

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

**Scopes / Subjects 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.

**CALCULATORS ARE RECOMMENDED** Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **You will not be permitted to use the calculator function of your cell phone or smart watch.**

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.

**ISSUED:** November 2, 2023

**ALLEGANY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**

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