



Department of Human Resources & Civil Service

7 Court Street
County Office Building, Rm 216
Belmont, New York 14813
Ph: (585) 268-9212
FAX: (585) 268-9742

EXAMINATION TITLE: Supervising Emergency Services Dispatcher NUMBER: 74322

Promotional SALARY: \$26.1066 - \$32.1079

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:

Two (2) years of full-time or full-time equivalent permanent competitive class status as an Emergency Services Dispatcher with Allegany County.

DUTIES:

The incumbent will perform duties involving the operation of 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.

Supervision will be exercised over Emergency Services Dispatcher. Duties are performed under general supervision in accordance with established policies and procedures. Does 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.

### **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.

### **Work planning and scheduling**

These questions test for knowledge of the principles used in developing and implementing work plans and for the ability to arrange work assignments in a manner that will achieve work goals while staying within scheduling criteria. This may include setting up vacation or work schedules, taking into consideration such factors as seniority, work skills, duty hours, and shift coverage.

### **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.

### **Radio operations and dispatching procedures**

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

### **Supervision and training**

These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.

### **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.