

JEFFERSON COUNTY DEPARTMENT OF HUMAN RESOURCES
County Office Building - 175 Arsenal Street
Watertown, NY 13601
www.co.jefferson.ny.us

Valerie M. Nugent
Director of Human Resources

*** A NON-REFUNDABLE APPLICATION FEE OF \$15 MUST ACCOMPANY YOUR APPLICATION
PLEASE USE THE PROMOTION APPLICATION AVAILABLE IN THE HUMAN RESOURCES OFFICE**

**PROMOTION EXAMINATION
FOR
NO. 72-825 SENIOR DISPATCHER**

CANDIDATES MUST BE PERMANENTLY EMPLOYED IN THE JEFFERSON COUNTY DEPARTMENT OF FIRE AND EMERGENCY MANAGEMENT SERVICES AND MUST HAVE SERVED CONTINUOUSLY ON A PERMANENT BASIS AS A DISPATCHER FOR THREE YEARS IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST.

VACANCIES: The eligible list resulting from this examination will be used to fill vacancies as they occur in the Fire and Emergency Management Services

SALARY: \$22.95 – \$28.09/hr. (2023 Rate)

LAST FILING DATE: December 8, 2023

EXAMINATION DATE: January 27, 2024

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

EXAMPLES OF WORK: (illustrative only)

Supervises the work of Dispatchers in the receiving of calls and dispatching of police and fire personnel and equipment;
Establishes work schedules for Dispatchers, ensuring adequate coverage;
Reviews Dispatchers' records and reports including daily log, complaint sheets, and activity records for completeness and conformance to procedures;
Records vacations, sick days, and time off taken by Dispatchers;
Instructs new Dispatchers in the operation of emergency dispatching equipment, record keeping procedures, and operation rules and regulations;
Resolves personnel and operation problems in communications room;
Operates radio equipment to dispatch police and fire personnel and equipment;
Answers incoming telephone calls from the general public on emergencies and more routine problems, receives complaints, and provides information and refers callers to proper individuals and agencies;
Operates NYSPIN computer to obtain and relay information on motor vehicles, suspected law violations, etc.;
Insures good order and cleanliness of communications room;
Counsels members, supervises the correct wearing of the prescribed uniform and associated equipment by members under their supervision, and conducts preliminary investigations regarding personnel complaints;
Monitors communications equipment, maintenance schedules, and vendor contact list for the Public Safety Building;
Acts as a liaison between area police, fire, emergency, and ambulance and civilians dealing with dispatch problems;
Insures files such as warrants, orders of protection, validations, and other files common to the dispatch center are checked regularly to insure accuracy;
Insures that supplies are in stock for operation of the center;
Maintains activities records and related reports.

SCOPE OF EXAMINATION: Written test will cover knowledge, skills, and/or abilities in such areas as:

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>

This examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

Seniority - Points will be added to an eligible score as follows: One point for each creditable five-year period

JEFFERSON COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.

NOTE: 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, reference materials, devices, or calculators which provide assistance beyond simple numerical computation.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: With the exception of written tests announced by New York City, if you have applied to take a written test announced by New York State or any local jurisdiction (county, town, city) scheduled to be held on the same test date as this written test, you must indicate all pertinent examination (exam number, title, and location/jurisdiction) information on a separate piece of paper and submit it with your application.

CANDIDATES WILL BE NOTIFIED OF THE PLACE OF THE EXAMINATION.

*A NON-REFUNDABLE fee of \$15 is required for each separately-numbered examination for which you apply. The required fee must accompany your application. Send check or money order payable to the **Jefferson County Treasurer** and write the examination title(s) and number(s) on your check or money order. **DO NOT SEND CASH.** File only for those examinations for which you are clearly qualified. An exception to the fee requirement will be made only for persons who provide proof that they are unemployed and are primarily responsible for the support of the household; or who are receiving Medicaid, Supplemental Security Income (SSI) payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. Individuals wishing to claim this waiver of fee must complete an **Application Fee Waiver Request and Certification Form**. This form is available at the Jefferson County Department of Human Resources office. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

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