

YATES COUNTY PERSONNEL DEPARTMENT  
ANNOUNCES  
OPEN COMPETITIVE EXAMINATION FOR

**EMERGENCY SERVICES DISPATCHER**

EXAMINATION NO. 60943

EXAMINATION DATE: October 31, 2009

SALARY: \$18.17/hr. (for 2010)

LAST FILING DATE: September 30, 2009

**VACANCY:** The resulting eligible list will be used to fill the current vacancy in the Sheriff's Office and future vacancies as they occur.

**RESIDENCY:** Candidates must have been legal residents of Yates, Schuyler, Steuben, Ontario, and Seneca County for at least one month prior to examination.

**GENERAL STATEMENT OF DUTIES:** Employees in the class are responsible for monitoring, dispatching and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.)

**MINIMUM QUALIFICATIONS:** Either

- a) Completion of two years (60 semester credit hours) of study from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; OR
- b) Graduation from high school or possession of a high school equivalency diploma and two years of work experience involving typing or inputting data on a keyboard-style computer terminal as a major function of the position; OR
- c) One year of paid experience as a telecommunication specialist at a recognized public safety answering point (PSAP), or two years of experience in a position involving the use of communications equipment in the dispatching of emergency personnel and keyboarding; OR
- d) An equivalent combination of training and experience as defined by the limits of a), b) or c) above.

**SUBJECT 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 selections.

6. Performance Test: A performance test will also be announced and held at a later date. 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. Yates 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.

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%.

**PERFORMANCE RETEST POLICY:** Candidates will be offered two attempts to pass the performance test. Candidates who fail in their first attempt will be offered an immediate retest in the same sitting.

**WAIVER:** If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within the last six (6) months 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:** 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.

**EXAMINATION FEES:** A fee of \$15.00 is required for each separate examination for which you apply. A check or money order payable to the Yates County Personnel Department must accompany your application. As no refunds will be made, you are urged to compare your qualifications carefully with the requirements. There are no exceptions or waivers.

**SATURDAY SABBATH OBSERVERS - DISABLED PERSONS:** If special arrangements for testing are required, indicate this on your application.

**ADDITIONAL NOTE:** Applying for Civil Service Examinations in Multiple Jurisdictions When Examinations are Scheduled for Same Date:

If you have applied for any other Civil Service examination for employment with New York State or any other local government jurisdiction, 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) 457-7022 no later than two weeks before the test date.

If you have applied for other local government examinations, 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 examination. 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(s). For this examination call (315) 536-5112 or write to Yates County Personnel Department, 417 Liberty St., Penn Yan, NY 14527.

**VETERAN'S CREDIT:** Veterans or disabled veterans who may be eligible for additional credit must submit an application for veteran's credit and a copy of their Form DD-214 (discharge) with their application for examination or at any time prior to the establishment of the resulting eligible list. Applications for veteran's credit are available at this office.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veterans' credits.

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 hr 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.

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 the examinations will apply to this examination.

**If candidates have not received an Admission Notice to enter the exam within five (5) days of the scheduled exam date, they should call the Yates County Personnel Department at (315) 536-5112.**

Applications may be obtained at the Yates County Personnel Department, 417 Liberty St., Penn Yan, NY and must be filed in this office by Wednesday, September 30, 2009.

ISSUED: August 21, 2009

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