



## Municipal Civil Service Commission Examination Announcement

420 BROADWAY ~ CITY HALL  
KINGSTON, NEW YORK 12401  
Telephone 845-334 - 3921  
www.kingston-ny.gov

### Open Competitive

<b><u>EXAMINATION TITLE:</u></b>	<b><u>Emergency Dispatcher I</u></b>
<b><u>EXAMINATION NUMBER:</u></b>	<b><u>63336</u></b>
<b><u>EXAMINATION DATE:</u></b>	<b><u>October 25, 2014</u></b>
<b><u>SALARY</u></b>	<b><u>\$47,947</u></b>

APPLICATIONS MUST BE POST MARKED NO LATER THAN SEPTEMBER 12, 2014.

**FEE:** A **\$20.00** non-refundable application fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Send check or money order, with examination number, payable to City Comptroller, City of Kingston, 420 Broadway Kingston, NY 12401.

**APPLICATION FEE WAIVER:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income 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. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. You may get this form at the Civil Service Office, 420 Broadway Kingston New York 12401 or on the website at [www.kingston-ny.gov](http://www.kingston-ny.gov).**

**EXAM ELIGIBILITY:** If your application is disapproved, the fee will not be refunded. You should carefully review the announced minimum qualifications and any residence requirements and apply only for those examinations for which you clearly qualify. Do not interpret a notice to appear for, or actual participation in the examination, to mean that you have been found to meet the announced requirements. Depending on the time available before the examination, applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held. At that time those candidates not meeting the requirements will be disqualified and notified of such disqualification. Those candidates who are subsequently disqualified after taking the test will not be notified of their score.

**VACANCIES:** The eligible list resulting from this examination will be used to fill full-time and Part-time vacancies which may occur during the life of the list with the City of Kingston.

**DUTIES:** This position is responsible for dispatching police, fire and medical services to various situations and locations. The incumbent is responsible for relaying important information to law enforcement agencies, firefighting personnel and emergency medical services while maintaining a continuous log of all communications. Work is performed under direct supervision of a higher level employee in accordance with well established policies and procedures with leeway to resolve problems as they occur. Employees in this class must exercise sound judgment in response to various emergency situations.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma AND

- A. Successful completion of a one year training program as an Emergency Services Dispatcher, OR
- B. Eighteen (18) months of full time paid experience or its part-time /volunteer equivalent in the operation of two-way radios in police, fire or ambulance services or related work, OR

- C. Nine (9) months full-time paid experience or its' part-time/volunteer equivalent in the operation of two –way radios in public works, taxi, bus, or other fleet operation settings and nine (9) months of full-time work experience or its part-time/volunteer equivalent in police, fire or ambulance services.

Special Note: A background investigation will be performed on all candidates. If a candidate had been convicted of any crime (felony or misdemeanor), it does not represent an automatic bar to employment. Each case is considered and evaluated on individual merits in relation to the duties and responsibilities of the position.

**SUBJECT OF EXAMINATION:** 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 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.

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. Radio operations and dispatching procedures

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

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.

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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)

**CALCULATOR STATEMENT:** Use of a calculator is **ALLOWED**.

**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 City of Kingston 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%.

**SPECIAL NOTE:** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements on their application. Candidates who are called to military service after filing an application should send requests for an alternate test date to Civil Service Office, 420 Broadway, Kingston, NY 12401 as soon as possible before the test date.

**PREPARATION/RATING OF EXAMINATIONS RULE:** This examination will be prepared and rated in accordance with Section 23(2) of the civil Service law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

**CROSS FILER STATEMENT:** Applications may be obtained on our website at [www.kingston-ny.gov](http://www.kingston-ny.gov) or at the Civil Service Office, City Hall, 420 Broadway, Kingston, NY or by sending a legal-size self-addressed stamped envelope to: Municipal Civil Service Commission, 420 Broadway Kingston, NY, 12401. Application received/postmarked after the filing deadline will not be accepted. This department does not acknowledge receipt of application and does not accept responsibility for non-delivery or postal delay. 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)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 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.

**ALTERNATE TEST DATES:** Alternate test dates may be arranged upon review of the circumstances according to the Alternate Test Date Policy established by this department. Upon specific circumstances an alternate test date may be arranged. If a medical emergency prevents you from appearing for the examination, please notify this office no later than 4:00 PM on the Monday following the test date (Tuesday if Monday is a holiday) providing verifiable documentation of the reason. A determination will be made if you will be scheduled for an alternate test date.

**WEATHER EMERGENCIES:** in case of adverse weather conditions, any delay or cancellation, notice will be broadcast over local radio stations (WKNY, 1490) & (WGHQ, 920) 6 a.m. and 8 a.m. on the date of the examination.

**VETERAN'S CREDIT** Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from 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 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 veteran's credits.

**ADDITIONAL CREDITS FOR 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 had 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.

**BACKGROUND INVESTIGATION:** Applicant may be required to undergo a State and National criminal history background investigation, which may include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background checks may result in disqualification.