



ONONDAGA COUNTY CIVIL SERVICE EXAMINATION ANNOUNCEMENT
 DEPARTMENT OF PERSONNEL John H. Mulroy Civic Center 421 Montgomery St 13th Fl Syracuse NY 13202
 (315) 435-3537 Web Site www.ongov.net

Published 11/03/21

**Application
 Deadline
 12/7/2021**

PUBLIC SAFETY DISPATCHER	
Open Competitive Exam #61-269	use application form #p-200 (Open to the Public)
Departmental Promotional Exam #76-241	use application form #p-201

Office Hrs M-F
 8 a.m. - 4:00 p.m.

**Exam Date
 01/22/2022**

ALL APPLICATIONS MUST BE FILED WITH THE ONONDAGA COUNTY PERSONNEL DEPARTMENT
AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

NOTE: IF YOU PREVIOUSLY APPLIED FOR THE PUBLIC SAFETY DISPATCHER EXAMINATION THAT WAS ORIGINALLY SCHEDULED FOR JANUARY 16, 2021, YOU DO NOT NEED TO REAPPLY. YOU WILL BE INCLUDED IN THIS EXAM HOLDING.

\$15.00 Non-Refundable Application Fee You are, therefore, urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified. Payable by check or money order to: "Chief Fiscal Officer," or by VISA, MC or Discover. Cash will be accepted only if paying in person. **(Onondaga County CSEA Members: \$10 promotional application fee.)**

SALARY AND VACANCIES: Changing conditions may make it necessary to certify vacancies at higher or lower salaries than those announced.

This title currently exists in the following department:
 Onondaga County - Emergency Communications E-911 - \$51,779-\$57,274

The resulting open competitive eligible list will be used to fill vacancies in any jurisdiction where the title exists. The resulting promotional eligible list will be used to fill vacancies in the Onondaga County Emergency Communications E-911 Department. Your name will be certified for appointment only to the department in which you are employed on the date of examination.

DUTIES: The work involves responsibility for the transmission of emergency information and the dispatch of fire/rescue, EMS/police personnel and equipment. Under the general supervision of a Supervisor of Dispatch Operations, an employee in this class operates a variety of communications equipment including radio and telephone equipment and computer terminals to relay information and dispatch emergency personnel and equipment. Does related work as required.

RESIDENCE REQUIREMENT: OPEN COMPETITIVE examination candidates must have resided in the United States of America or one of its territories for not less than one (1) month immediately preceding the date of exam. **Preference in appointment may be given to local residents.** Appointments to positions in some municipalities are subject to residence requirements pursuant to local laws.

MINIMUM QUALIFICATIONS: On the date of examination, candidates must meet the following requirements:
PROMOTIONAL QUALIFICATIONS: Candidates must be permanently employed in the competitive class or 55-a designated position and must have served continuously on a permanent basis for one (1) year immediately preceding the examination date in the title of Public Safety Telecommunicator and **must** be currently employed in the Onondaga County Emergency Communications E-911 Department.

OPEN COMPETITIVE QUALIFICATIONS:
 A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in Criminal Justice, Homeland Security and Disaster Preparedness, Police Science or Fire Protection Technology; **or**

B) One (1) year of full-time paid experience, or its part-time equivalent, as a call taker or dispatcher in a computer aided public safety dispatch/communications operation; **or**

C) One (1) year of full-time paid experience, or its part-time equivalent, as a police officer which must have included successful completion of the Municipal Police Training Council Basic Course for Entry Level Police Officer **and** six (6) months of experience, or its part time equivalent, using a personal computer to input information and/or create documents and spreadsheets; **or**,

D) One (1) year of full-time paid experience, or its part-time equivalent, as a firefighter or air crash rescue worker which must have included successful completion of basic fire service training inclusive of fire suppression **and** six (6) months of experience, or its part time equivalent using a personal computer to input information and/or create documents and spreadsheets; **or**,

E) One (1) year of full-time paid experience, or its part-time equivalent, as an Emergency Medical Technician in a paid ambulance service **and** six (6) months of experience, or its part time equivalent, using a personal computer to input information and/or create documents and spreadsheets; **or**,

F) Two (2) years* as an active volunteer firefighter in an organized volunteer or paid fire department which must have included successful completion of basic fire service training inclusive of fire suppression **and** six (6) months of experience, or its part time equivalent, using a personal computer to input information and/or create documents and spreadsheets; **or**,

G) Two (2) years* of active volunteer experience in an organized volunteer ambulance organization which must have included successful completion of basic and intermediate emergency medical training **and** six (6) months of experience, or its part time equivalent, using a personal computer to input information and/or create documents and spreadsheets; **or**,

H) Two (2) years of full-time paid experience, or its part-time equivalent, as a dispatcher for a public agency (e.g. local government, highway department or DPW, school district), branch of the military, or private company (e.g. utility, taxi cab service, central alarm center, security service, railroad) **and** six (6) months of full-time paid experience, or its part-time equivalent, using a personal computer to input data and/or create documents and spreadsheets. Dispatch experience must include receiving and transmitting telephone and two-way radio messages, recording pertinent information, determining priority assignments, tracking vehicles and equipment, and retrieving information from records and/or computer databases.

NOTE: *Two (2) years as a volunteer firefighter/Emergency Medical Technician means length in time in calendar years as an active member in good standing of a volunteer fire department/ambulance organization. This does not have to be full time experience.

SPECIAL NECESSARY REQUIREMENT: A candidate's keyboarding proficiency will be evaluated during the employee's probation period.

SPECIAL NECESSARY REQUIREMENT:

Education: At time of appointment, candidates must be high school graduates or holders of a high school equivalency diploma issued by an education department of any of the states of the United States or holders of a comparable diploma issued by any territory, commonwealth, or possession of the United States or by the Canal Zone or holders of a report from the United States Armed Forces certifying successful completion of the tests related to general education development, high school level.

SPECIAL NECESSARY REQUIREMENT:

Successful completion of a course and certification for Emergency Medical Dispatch (EMD) during the employee's probationary period.

SUBJECT OF EXAMINATION: There will be a written test, which you must pass in order to be considered for appointment. The written test will be designed to test for 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.

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.

Radio operations and dispatching procedures

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

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>.

CALCULATORS: 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. You may **not** bring cellular phones, beepers, pagers, or headphones.

APPLICATION INSTRUCTIONS: Applications and credit card payment forms may be obtained in person from the Onondaga County Department of Personnel, by mail (include a self-addressed, stamped envelope) or downloaded at www.ongov.net/employment/document_center

APPLICATION FEE: Although a separate application is required for each examination number, candidates applying for more than one examination may pay all fees with a single check/money order or credit card form. You may pay by check, money order or by VISA, MasterCard, or Discover, payable to "Chief Fiscal Officer". Cash will be accepted only if paying in person. Payment must accompany your application(s) (indicate examination number(s) on your check or money order). We do not accept applications by fax.

APPLICATION FEES ARE NON-REFUNDABLE. You are, therefore, urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified. If proofs (i.e. copy of license, certification, or transcript) are required, be sure that they accompany your application. If you want "Proof That You Submitted Your Application and/or Examination Fee", ask for a receipt or, if mailing your application, enclose a stamped, self-addressed envelope and request a receipt.

NOTE: *A bounced check fee will be charged to you for any checks returned. Unless such fees are paid in full, you will not be permitted to participate in any examination(s) or be considered for appointment from resultant eligible lists. In addition, any subsequent application fees will not be refunded unless all such fees are paid in full.*

FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for 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 (SSI); or Public Assistance (Temporary Assistance

for Needy Families/Family Assistance of Safety Net Assistance); or are receiving Foster Care or are certified Workforce Investment Act eligible through a State or local service agency. A waiver of application fee will also be allowed if you are an Onondaga County resident and have honorably served or are now honorably serving in the Armed Forces, National Guard or Reserves (attach DD-214, NGB-22, or current DD2-Military ID card or a Statement of Honorable Service from Unit to completed "Application Fee Waiver Request and Certification" form). **All claims for application fee waiver are subject to verification.** If you can verify eligibility for application fee waiver, complete an "Application Fee Waiver Request and Certification" form and submit it **with** your application. Application Fee Waiver Request and Certification forms are available in person from the Onondaga County Department of Personnel or downloaded at www.ongov.net/employment/document_center.

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: If your degree and/or college credit was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Onondaga County Department of Personnel or downloaded at www.ongov.net/employment/document_center. You will be responsible for the required evaluation fee.

ADDITIONAL CREDIT TO CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: 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, please inform this office of this matter when you submit your application for examination.

VETERAN CREDITS: War veterans applying for additional credit must submit a copy of their DD-214 Member-4 (discharge papers) with their application for examination or by one month following the date of examination. Veteran's Credit Instructions and Application Forms are available in person from the Onondaga County Department of Personnel or downloaded at www.ongov.net/employment/document_center.

APPLICATION DEADLINE POLICY: All applications along with application fees or proofs of waiver must be submitted to the Onondaga County Department of Personnel before the close of business at **4:00 p.m. on the application deadline date** as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the Application Deadline. Applications that are received through inter-office mail after the Application Deadline or that are submitted to any other department, office or agency and are not received in the Department of Personnel by the Application Deadline will not be accepted.

MILITARY APPLICANTS: In accordance with Section 243 of Military Law, military personnel serving on active duty in the armed forces of the United States during the filing period may be permitted to file an application for the examination after the application deadline date, but prior to the scheduled date of the examination. Contact the Onondaga County Personnel Department at (315)435-3537 for further information.

EXAM INFORMATION:

EXAM NOTICE: Candidates found eligible will be notified when and where to appear for examination. If you have not received notice of the examination location three (3) days prior to the examination, contact the Examination Unit at 435-3537. If an application is disapproved, due notice will be sent. Reasons for disapproval may be discussed with the reviewer.

FOR EMERGENCY CANCELLATION OF EXAMINATIONS TUNE TO: WIXT NEWS CHANNEL 9, WTVH NEWS CHANNEL 5, NEWS 10 NOW or **any Clear Channel Radio Station.**

SPECIAL ACCOMMODATIONS: If you desire accommodation at the exam site due to disability, please indicate the disability and desired conditions necessary to accommodate your disability on the application or on a separate paper attached firmly to your application. Candidates requesting an accommodation are required to furnish documentation of the disabling condition prior to the examination date. The accommodation required must be stated on the application for examination and the documentation must be forwarded at least 2 weeks prior to the exam date.

RELIGIOUS ACCOMMODATION: Applicants whose religious beliefs prevent them from taking examinations on the scheduled date should indicate the need for special arrangements on their application.

EXAM RATING: When the written examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law, the provision of the New York State Civil Service Rules and Regulations will apply.

ELIGIBLE LIST: Eligible lists are established, on average, within three months after the examination date. In accordance with the New York State Civil Service Law, an eligible list must remain in existence for one year from

the date of its establishment. When the eligible list is established you will be able to view the current eligible list and your status on-line by going to our website at **Civil Service Exam Test Results** www.ongov.net/employment/ranking.

CANDIDATE FITNESS: Inquires may be made as to character and ability of all candidates. All statements made by candidates are subject to verification. Falsification of any part of the "Application for Employment" may result in disqualification and possible legal action.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

Onondaga County Cross Filer Notification Forms are available in our office or online at www.ongov.net/Employment/document_center. Send completed form to Onondaga County Dept. of Personnel, 421 Montgomery St 13th Fl, Syracuse NY 13202 OR FAX 315-435-8272 OR call 315-435-3537.

CHANGE OF ADDRESS: It is the responsibility of the candidate to notify the Onondaga County Personnel Department in writing of any change in address. Address change forms are available in the Personnel Department during normal office hours or online at www.ongov.net/employment/document_center

MILITARY MAKE-UP EXAMINATION: Any member of the armed forces of the United States who has filed an application to compete in a scheduled competitive examination but is deprived of the opportunity to compete in the examination due to ACTIVE MILITARY DUTY can be provided with a special military make-up examination upon written request to the Onondaga County Personnel Department. The applicant must submit a copy of military orders, DD-214, or other official military document that substantiates active military service at the time of the examination. Request must be no later than sixty (60) days after release from active duty.

IN ACCORDANCE WITH THE CHILD ABUSE PREVENTION ACT OF 1985, candidates for appointment to Onondaga County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Onondaga County.

PRE-EMPLOYMENT DRUG TESTING / BACKGROUND INVESTIGATION: **May be required** for appointment or promotion.

SENIORITY RATING: Seniority points will be added on promotional exam scores to all passing candidates. Seniority rating is based on the length of continuous classified service in the jurisdiction in which you are employed as follows:

Less than 1 year = 0 points

1 year, up to 6 years = 1 point

Over 6 years, up to 11 years = 2 points

Over 11 years, up to 16 years = 3 points

Over 16 years, up to 21 years = 4 points

Over 21 years = 5 points

Seniority points will be calculated at the time of examination.

The promotional examination will be BAND SCORED. When a promotion examination is band scored, seniority credits are added to the raw score and not to the final score. Using this formula, the applicable seniority credits are added to the number of questions answered correctly (raw score) of passing candidates. This will result in a "total raw score," from which the final band score is determined.

Onondaga County is an Affirmative Action/Equal Opportunity Employer