ONONDAGA COUNTY CIVIL SERVICE EXAMINATION ANNOUNCEMENT
DEPARTMENT OF PERSONNEL
JOHN H. MULROY CIVIC CENTER
421 MONTGOMERY ST. 11TH FL. SYRACUSE, NY 13202
(315) 435-3537 – WEBSITE: WWW.ONONDAGA.GOV

Carl Hummel
Commissioner

Published
11/02/2026

Application Deadline 12/15/2026

SUPERVISOR OF DISPATCH OPERATIONS

Promotional Exam #70040410
Click here to apply or see application instructions below.

Office Hours
M-F
8 A.M. – 4 P.M.

Exam Date
01/30/2027

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

$10.00 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 VISA, MC or Discover online. Cash, check or money order (made payable to "Chief Fiscal Officer") will only be accepted if submitting a physical application in person.

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

THE TITLE CURRENTLY EXISTS IN THE FOLLOWING JURISDICTIONS:
Onondaga County Department of Emergency Communications - $66,913 - $73,852

The resulting promotional eligible list will be certified to fill vacancies only in the agency in which candidates are employed on the date of examination. **To qualify as a promotion candidate, the agency in which you are employed must be listed above.**

DUTIES:
The work involves responsibility for the transmission of emergency information including emergency medical services prearrival instructions as required, the dispatch of police, fire and EMS personnel and equipment and for the training and supervision of subordinate dispatchers and telecommunicators. Under the general supervision of a Public Safety Shift Supervisor, with leeway given for exercise of independent judgment in the daily operations of the center, 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.

MINIMUM QUALIFICATIONS:
On the date of examination, candidates must meet the following requirements:

Promotion:
Two (2) years of permanent competitive class status as a Public Safety Dispatcher.

***Note:** Per Civil Service Law Section 52.10(a), which became effective September 4, 2024, time served provisionally immediately preceding permanent appointment shall count towards meeting the time in title and the employee shall be eligible to take the promotion examination.

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.

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 via MP3 download. 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 MP3 download 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.

CALCULATORS:
Use of calculators is **ALLOWED** for this exam. 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 must be submitted **electronically** and can be accessed at:
https://www.governmentjobs.com/careers/ongov/promotionaljobs

APPLICATION FEE: Although a separate application is required for each examination number, candidates applying for more than one examination may pay all fees, **only** if submitting physical applications in person, with a single check/money order or credit card form. Applications are payable by VISA, MC or Discover. Cash, check or money order (made payable to "Chief Fiscal Officer") will only be accepted if submitting a physical application 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 submit a physical application and 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 https://onondaga.gov/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 https://onondaga.gov/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: 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 https://onondaga.gov/employment/document-center/.

APPLICATION DEADLINE POLICY: All electronic applications along with application fees or proofs of waiver (if applicable) must be submitted to the Onondaga County Department of Personnel before 11:59 p.m. on the application deadline date as listed on the examination announcement.

All physical applications along with application fees or proofs of waiver (if applicable) must be submitted to the Onondaga County Department of Personnel before 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 https://onondaga.gov/employment/exam-results/.**

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 https://onondaga.gov/employment/document-center/. Send completed form to Onondaga County Dept. of Personnel, 421 Montgomery St 11th 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 https://onondaga.gov/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