

**BEFORE APPLYING FOR THIS EXAM,
PLEASE READ THIS IMPORTANT INFORMATION:**

Applications/Fees will NOT be accepted after close of business on the date of the Application/Fee Deadline. If we do not receive your fee by the Application/Fee Deadline, your application may be DISAPPROVED.

The application review fee is **NON-REFUNDABLE**. You will **NOT** receive a refund if your application is disapproved.

HOW TO APPLY FOR THIS EXAM:

- STEP 1:** **Read this exam announcement thoroughly.** You must compare your qualifications carefully against the MINIMUM QUALIFICATIONS listed on this announcement. Apply only for those exams for which you are clearly qualified. It is your responsibility as an applicant to determine whether you meet the qualifications.
- STEP 2:** **Submit a Civil Service application.** Go to: mycivilservice.cayugacounty.us/exams and click on the "APPLY" button next to the title of the exam for which you are applying. Your application must show that you meet the minimum qualifications. All experience required to meet the qualifications must be paid, full-time experience (unless otherwise noted).
- STEP 3:** **Submit the application review fee. THIS FEE IS DUE BY THE APPLICATION DEADLINE.** We accept credit cards, checks, money orders, or cash. If paying with a check or money order, make payable to CAYUGA COUNTY. If paying with a credit card, please note that there will be a \$1.00 service fee.

AFTER YOU APPLY:

Approximately **5 DAYS before the exam date**, approved candidates will receive an Admission Notice which will specify the exam time and location. (Disapproved candidates will receive a letter stating reason for disapproval.) If you do not receive an Admission Notice within 3 DAYS of the exam date, contact our office at 315-253-1284.

CELL PHONE POLICY: Cell phones, "Fitbits", smart watches, and all electronic or cellular devices are **NOT** allowed inside the building where the exam is held. Please leave these devices in your vehicle when you attend an exam. A violation of this policy may result in your disqualification.



Cayuga County Department of Human Resources and Civil Service Commission

County Office Building, 2nd Floor
160 Genesee Street
Auburn, NY 13021

Phone: (315) 253-1284

Email: civilservice@cayugacounty.us

Website: mycivilservice.cayugacounty.us

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CIVIL SERVICE EXAM (Open to the Public)

Emergency Services Dispatcher

Exam Date: Saturday, February 25, 2023

Exam Number

OC# 65815

Application Review Fee

\$15 (non-refundable)*

(Fee is due at the time of application.)

NEW Deadline for Applications/Fees

Wed., February 1, 2023

(by 5:00 p.m.)

***NOTE:** All application review fees are **NON-REFUNDABLE**. It is your responsibility as an applicant to determine whether you meet the minimum qualifications listed. You will not receive a refund if your application is disapproved.

APPLICATIONS/FEEs WILL NOT BE ACCEPTED AFTER CLOSE OF BUSINESS ON THE APPLICATION/FEE DEADLINE.

MINIMUM QUALIFICATIONS *(Candidates must meet the following requirements in order to take the exam.)*

- (A) Graduation from high school or possession of an equivalency diploma; OR
- (B) 1 year of experience as a dispatcher in a emergency services organization; OR
- (C) 1 year paid or volunteer experience as an active member of an emergency services organization, i.e. firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely-related position; OR
- (D) 2 years of clerical experience; OR
- (E) An equivalent combination of training or experience as defined by the limits of (A), (B), (C), and (D) above.

ANTICIPATED ELIGIBILITY (EDUCATION): If you expect to complete the educational requirement by **8-25-2023**, you can be admitted to this examination. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the requirements to the Cayuga County Civil Service Commission. Proof must be submitted by **10-25-2023**. Failure to do so will result in removal of your name from the eligible list.

SALARY RANGE: Currently \$45,498 - \$50,324 (+12% differential in lieu of holiday)
2022 Cayuga County Compensation Plan, (CSEA), Grade 11

VACANCIES: The eligible list established as a result of this exam will be used to fill current and future vacancies as they occur in any Cayuga County Civil Service Commission jurisdiction where the title may exist.

RESIDENCY: **Candidates must be legal residents of NYS for at least 30 days immediately preceding the date of the written test.** The eligible list will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23-4a of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least 30 days prior to appointment. After the names of residents have been exhausted, Cayuga County must then certify the names of non-residents on the list.

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Dept. as following acceptable educational practices. **NOTE:** If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

PRE-EMPLOYMENT DRUG TESTING: Candidates may be subject to pre-employment drug testing as a condition of employment with Cayuga County.

WRITTEN TEST -- (2/25/2023)

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. 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 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.**

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

USE OF CALCULATORS: ALLOWED. 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.

PERFORMANCE TEST -- to be held at a later date (to be announced)

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 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.

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%.

RETEST POLICY: Upon receiving written notification of failing the performance test, candidates may make a request, in writing, for a performance retest. Candidates who pass the written examination but fail to qualify on a required performance test are entitled to request an opportunity for **one (1) retest** of the qualifying performance test, provided that they request the retest in **writing**, within **fourteen (14) days** of notification of their failure to qualify. However, no candidate will be allowed to take the 911 Performance Test more than twice for any one examination. One retest will be scheduled for a candidate. Failure to appear at the scheduled retest will disqualify a candidate.

PERFORMANCE TEST WAIVER: A qualifying performance test may be **waived** if a candidate has already passed a 911 keyboarding performance test within **TWO YEARS** of the date of Cayuga County's written examination. The performance test must have been administered by the Cayuga County Civil Service Agency, the New York State Division of Employment, the New York State Department of Civil Service, or any local municipal civil service agency within the State of New York. Candidates requesting a waiver under the above provisions must provide written verification from the agency that administered the performance test (unless the agency was Cayuga County). The verification must include the number, title, location and date of the performance test that was taken, and proof of passing.

DISTINGUISHING FEATURES OF THE CLASS: Employees are responsible for monitoring, dispatching, and coordinating calls for emergency services, to include but not limited to fire, EMS, law enforcement, emergency management and public works agencies. This is a key position directly related to the life and property safety of the public. The employee will be required to work days, nights, weekends and holidays. The Cayuga County E-911 Center is a 24-hour a day, 7 day a week operation. The employee in this class operates a variety of communications equipment, including radio and telephone equipment and other computerized dispatch systems. Under the general supervision of a higher-level Emergency Services Dispatcher or Supervisor, and within the parameters of established operating procedures and guidelines, employees in this class are expected to exercise independent judgment, alertness and responsiveness in emergency situations. Employees in this class responsible for performing emergency medical service pre-arrival instructions (EMD). This position is an unusual working environment involving high stress, often dealing with life and death situations involving high risk to life and property. The ability to remain calm, objective and professional in a volatile situation is a basic requirement of the job. An incumbent in this position is expected to participate in the training and development of new personnel.

CAYUGA COUNTY JURISDICTIONS: The Cayuga County Civil Service Commission jurisdiction consists of 35 County Departments; 6 County School Districts (Cato-Meridian, Moravia, Port Byron, Southern Cayuga, Union Springs, and Weedsport); Cayuga-Onondaga BOCES; Cayuga Community College; Cayuga County Soil and Water Conservation District; Cayuga County Water and Sewer Authority; Seymour Public Library District; 23 Towns; and 9 Villages.

VETERAN'S CREDIT: If you are a War-Time Veteran, or if you are currently in the United States Armed Forces, you may be eligible to have extra credits added to your passing exam score. **However, it is your responsibility to submit the appropriate Veteran's Credit form(s) on or before the date of the examination.** In addition to the Veteran's Credit form(s), you must include a copy of your discharge papers (DD-214). The time periods for which veteran's credit is permitted are listed on the Veteran's Credit Application.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES: Per Chapter 180 of the Laws of 2000, and by regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADDITIONAL CREDITS ALLOWED 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 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.

CROSS-FILED INSTRUCTIONS:

LOCAL-TO-LOCAL: If you have applied for other local government exams, call or write to each civil service agency to make arrangements no later than **two weeks** before the date of the exams. 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 exams.

LOCAL-TO-STATE: If you have applied for both State and local government exams, you must notify the local civil service agency(ies) of your intent to take both a State and a local government exam. When taking both a State and a local government exam, you will be required to take all of your exams at a State examination center. You will be advised by letter when and where to report for your exams.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a state and national criminal history background investigation, which will include a fingerprint check (applicant must pay fee), to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

SECTION 23.2: This exam will be prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of the NYS Civil Service Law, Rules & Regulations dealing with the preparation and rating of exams will apply to this exam.

APPLICATION FEE WAIVER: An application fee waiver will be allowed if you are unemployed and primarily responsible for the support of a household, or 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 receiving foster care, or 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, complete a waiver request form and submit it with your application on or before the application deadline listed on this announcement.

THE FOLLOWING APPLIES TO RELIGIOUS OBSERVERS / CANDIDATES WITH DISABILITIES / MILITARY SERVICE MEMBERS:

Applicants whose religious beliefs or military service prevent their taking exams on scheduled dates, and candidates with disabilities who require special accommodations to take the test, should indicate the need for special arrangements on their application.

Military Service Members: If you apply for an exam during the filing period but are on active military duty on the exam date, you may request a military makeup exam. If you are on active duty or discharged after the filing period has begun, you may apply for the exam up to ten days before the exam date.

ELIGIBLE LIST: The duration of an eligible list may be fixed for minimum period of 1 and not more than 4 years. Appointment from an eligible list must be made from the top 3 candidates willing to accept appointment.

CHANGE OF ADDRESS: If you move, it is your responsibility to notify the Civil Service Office of your new address. The Commission makes no attempt to find candidates who have moved. Failure to notify the Commission of a move could result in being passed over for appointment.

WEATHER EMERGENCY / EXAM CANCELLATION: In the event of a weather emergency or cancellation of an exam, we will post it on our website at: mycivilservice.cayugacounty.us/exams.