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GREENE COUNTY CIVIL SERVICE:

411 Main Street, 3rd Floor, Catskill, NY 12414; Ph: 518-719-3253 --- www.greenegov.com

Announces an

OPEN-COMPETITIVE EXAMINATION FOR

EXAM NO: 68706 – EMERGENCY OPERATIONS DISPATCHER TRAINEE

REFER TO GENERAL INFORMATION ON PAGE 2 BEFORE COMPLETING APPLICATION

LAST FILE DATE: AUGUST 5, 2016

(Postmarked no later than 8/5/16)

EXAMINATION DATE: SEPTEMBER 10, 2016

EMERGENCY OPERATIONS DISPATCHER TRAINEE: This examination will be held to establish an eligible list to fill future vacancies within the Emergency Operations and Training Center. **SALARY:** \$14.97 per hour

RESIDENCY REQUIREMENTS: Candidates must be legal residents of Albany, Columbia, Delaware, Greene, Schoharie or Ulster Counties for at least six (6) months immediately preceding the date of the examination. Preference in appointment may be given to Greene County Residents. (C.S. Law #23, Par 4, Sub Par A)

NON-REFUNDABLE FILING FEE: A \$15 check or money order must be submitted with your application. **CASH NOT ACCEPTED**

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

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Under supervision, answers incoming calls for police, fire, emergency medical assistance or services, in addition to departments such as Highway, Social Services, Public Health and Mental Health; Evaluates the information provided and creates a CAD entry (Computer Aided Dispatch) utilizing call-taking protocols; Under supervision dispatches public safety personnel and equipment on both routine and emergency calls utilizing a CAD/Mapping system, multiple video display monitors, radio dispatching consoles and related equipment; Learns to maintain a continuous log on a computer terminal of all radio calls sent out or received, and to record police, fire and emergency medical services equipment dispatched within and outside the County and to log equipment out of service; Under supervision, follows Emergency Medical Dispatch (EMD) protocols regarding pre-arrival dispatch instructions for medical emergencies; Under supervision learns to determine response requirements and relative priorities of situations, and dispatches police, fire or EMS units via radio consoles in accordance with established protocols and procedures; Learns to monitor and maintain status of public safety personnel and equipment; analyzes situations accurately and takes effective action to help ensure officer and firefighter safety; Learns to send messages by computer terminal utilizing the eJustice NY Portal and receives and reviews incoming eJustice NY messages notifying police as appropriate; Provides Emergency Medical, Fire and/or Police Dispatching services, including pre-arrival and post-dispatching instructions to the caller using accepted protocols; Provides the public with basic instructions to safeguard persons in dangerous situations prior to the arrival of trained emergency personnel; Maintains familiarity with major roads, streets, areas, and industrial and public facilities within the county; Learns material and passes required test for certification and recertification in all aspects of the job; Performs clerical and administrative tasks as assigned.

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 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.

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 GREENE COUNTY CIVIL SERVICE COMMISSION 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%.

WAIVER: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within the past three (3) years of the written test, you will not be required to take the performance test. You must furnish proof to this office.

RETEST POLICY: Candidates who do not qualify on the performance test may request a retest of the performance test in typing. A one- time retest will be available. The retest will be given on the same day as the original performance test.

TRAINEE APPOINTMENTS: Upon completion of one (1) year full-time or its part-time equivalent competitive class appointment as an Emergency Operations Dispatcher Trainee for Greene County, the incumbent must also successfully have completed the following before advancing to the position of Emergency Operations Dispatcher without further testing:

1. Basic Emergency Services dispatch course administered by either the Association of Public Safety Communication (APCO) or the NYS Office of Inter-Operability;
2. A minimum of 400 hours (10 weeks) of an Emergency Services Dispatch Training (ESDT) Program (Administered in house);
3. 40 hours of Emergency Medical Dispatch (EMD) program;
4. A certified Cardio Pulmonary Resuscitation (CPR) program (American Heart Association standard).

SPECIAL REQUIREMENTS: If applicable to the position, possession of a valid New York State driver's license is required at the time of appointment and must be maintained throughout employment. Emergency Operations Dispatcher Trainees are required to work non-traditional hours, including day and night shifts, weekends and holidays as a normal function of this position.

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

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