

**PLEASE POST CONSPICUOUSLY**

ISSUE DATE: 11/14/2023

**GREENE COUNTY CIVIL SERVICE COMMISSION**

411 Main Street, 3<sup>rd</sup> Floor, Catskill, NY 12414

518-719-3253 -- [www.greenegov.com](http://www.greenegov.com)

Announces a

**PROMOTION EXAMINATION FOR**

**EXAM NO: 74564 – SENIOR EMERGENCY OPERATIONS DISPATCHER**

**REFER TO GENERAL INFORMATION ON PAGE 3 BEFORE COMPLETING APPLICATION**

**LAST FILE DATE: DECEMBER 14, 2023**

**EXAMINATION DATE: JANUARY 27, 2024**

(Postmarked on or before 12/14/2023, or hand delivered to the Gr. Co. Human Resources Office no later than 4:30 p.m. on that day.)

**SENIOR EMERGENCY OPERATIONS DISPATCHER:** Currently, there is one (1) vacancy in the Greene County Emergency Operations Center. The eligible list established as a result of this exam will also be used to fill future vacancies within that department as they occur.

**PROMOTION QUALIFICATIONS (by the date of the exam):** This examination is open to all qualified employees of the Greene County Emergency Operations Center who meet the following criteria: Three (3) years of permanent competitive status as an Emergency Operations Dispatcher with Greene County.

**SALARY:** \$23.76 - \$33.41 PER HOUR

**NON-REFUNDABLE FILING FEE:** A \$15.00 filing fee must be submitted with your application in the form of a check or money order. Credit cards can be accepted when filing applications in **person only**. Please be advised the service fee is 2.49% or a flat fee of \$1.50, whichever is greater, for each credit card transaction.

**CASH IS NOT ACCEPTED**

**SPECIAL REQUIREMENTS:**

1. Must possess and maintain a valid New York State driver's license with access to transportation to meet travel requirements involving travel to parts of the county and state and occasional travel out-of-state.
2. Possession of Current AHA/ARC CPR Certification
3. Possession of Current IAED Emergency Medical Dispatch certification
4. Completion of Public Safety Telecommunicator 1 (APCO)
5. Ability to obtain Communications Training Officer (CTO) certification and maintain for length of employment

**NOTE:** Senior Emergency Operations Dispatchers are required to work non-traditional hours, including day and night shifts, weekends and holidays as a normal function of this position.

**TYPICAL WORK ACTIVITIES:** (The typical work activities listed below are illustrative only. Incumbents in this title may perform some or all of the following, as well as other related activities not described).

Supervises and participates in the receipt of fire alarm signals, emergency fire, ambulance, rescue and sheriff's calls as well as other requests for assistance; Supervises and participates in the operation of radio equipment to dispatch fire agencies, rescue agencies and sheriff's personnel as directed; Supervises and participates in activating fire alarms of individual fire departments by radio tone signal devices or telephone; Supervises and participates in the maintenance and care of a radio system and other communication equipment, conducting periodic tests to insure proper operation in time of emergency and notifies the ranking officer of any failures found as a result of any such tests; Supervises and participates in the operation of the E-Justice computer system to receive and transmit information for the road patrol, investigative, and corrections units of the Sheriff's Office; Supervises and participates in Emergency Medical Dispatch (EMD) procedures as required; Supervises and participates in contacting police agencies, hospitals, public utility companies, etc. in time of emergency; Supervises and participates in monitoring radio receivers on all County frequencies and records all relevant messages received; Supervises and participates in maintaining office logs and performs related clerical duties; Provides direct supervision to Emergency Operations Dispatchers and Emergency Operations Dispatcher Trainees on an

assigned shift and provides the assignments of the operating positions of the dispatchers; Plans, assigns, directs and reviews the work of subordinate staff; Conducts new hire and remedial training for existing employees on assigned shift; Monitors all event activity occurring during assigned shift; Responsible for decisions made regarding questions involving the dispatching of calls; Monitors employees' dispatching and institutes changes when necessary; Assists in evaluations of subordinate staff on the assigned shift; Assists in maintaining dispatch schedule, filling vacancies, and notifies 911 Communications Director if a mandate is required.

**SCOPES/SUBJECTS OF EXAMINATION:** A 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. 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.
- 3. 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.
- 4. 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.
- 5. Radio operations and dispatching procedures:** These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.
- 6. 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.

**SENIORITY POINT SCHEDULE: ONE POINT FOR EACH CREDITABLE FIVE YEAR PERIOD**

Less than 1 year	0 POINTS	Over 11 Years up to 16 Years	3 POINTS
1 Year to 6 Years	1 POINT	Over 16 Years up to 21 Years	4 POINTS
Over 6 Years to 11Years	2 POINTS	Over 21 Years up to 26 Years	5 POINTS

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:

<https://www.cs.ny.gov/testing/testguides.cfm>

**GENERAL INFORMATION --- GREENE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER -- PAGE 3**  
**APPLICATIONS AND FORMS MAY BE OBTAIN FROM THE OFFICE OR AT [www.greenegov.com](http://www.greenegov.com)**

**1. APPLICATIONS:** Mail to: Greene County Civil Service Commission, 411 Main Street, Catskill, NY 12414. Applications accepted up to the last filing date indicated on announcement. This department does not make formal acknowledgment of the receipt of an application, or take responsibility for non-delivery of mail or postal delays. The Commissioners reserve the right to reject or accept applications after the advertised filing period. Read and compare your qualifications carefully with the minimum qualifications as outlined. Only apply for those exams for which you are qualified. Resumes are not accepted as a substitution in indicating work experience on your application, but are accepted as an addition to your application. All experience is considered as paid work experience, **unless** specified under the minimum qualifications; volunteer experience, unpaid internship experience (if paid, verification must be provided) and education will not be accepted and/or substituted for experience in meeting the qualifications. **FAXES & COPIES ARE NOT ACCEPTED--THE ORIGINAL SIGNATURE MUST APPEAR IN INK.** **2. NON-REFUNDABLE FILING FEE & FEE WAIVER:** A \$15 fee is required for EACH exam **being filed** for with the exception of POLICE OFFICERS, DEPUTY SHERIFFS, OR CORRECTIONS OFFICERS exams which require a \$25 filing fee. The required fee must accompany your application. **Do not send cash! A check or money order payable to Greene County Civil Service Commission is required OR if filing in person, charge card payments are now accepted. Please be advised the service fee is 2.49% or a flat fee of \$1.50, whichever is greater. This will appear as a separate charge on your statement.** Include the exam title and exam number on your check or money order. Fees may be waived per C.S. Law §50.5(b). In order to be eligible for the FEE WAIVER, the completed Fee Waiver form must be submitted with your exam application. A \$10 SERVICE CHARGE will be imposed on any checks returned to the Greene County Treasurer. **3. TIME AND PLACE OF EXAM:** Accepted candidates will be notified by letter approximately two (2) weeks prior to the exam date when and where to appear for the exam. You are required to bring your admission letter and social security number to the exam site. Call this office at (518) 719-3253 if you do not receive a notice up to three (3) days prior to the exam. **4. MULTIPLE EXAMINATIONS & CROSS FILER SCHEDULED FOR THE SAME DAY:** If you have applied to take a written exam announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same exam date as this written exam, you must notify each of the local jurisdictions no later than two weeks before the exam date, so they can make arrangements for taking all exams at one exam site. All exams for positions in State government are held at a State exam center. When taking both **State and Local** government exams, you are required to take all exams at the **STATE** exam site. For Greene County call (518) 719-3253, or obtain a cross filer form from our website or write to the above address no later than **two (2) weeks** prior to the date of the exams. **5. SPECIAL EXAM ARRANGEMENTS & RELIGIOUS ACCOMMODATIONS:** If you require particular accommodations or special testing arrangements as a person with a disability or alternate test date candidate (in accordance with alternate test date policy) clearly indicate this on your application. All such requests must be supported by appropriate documentation. Special arrangements to provide access for disabled persons will be made in compliance with local, state and federal laws and regulations. For religious accommodation, most written exams are held on Saturdays. If you cannot take the exam on the announced exam date due to a conflict with a religious observance or practice, please check the box under #5 "RELIGIOUS ACCOMMODATION." We will make arrangements for you to take the exam on a different date, usually the following Monday. **6. AGE REQUIREMENT:** Unless otherwise specified in the exam announcement, there are no age restrictions. However, there may be statutory restrictions on your employment if you are under 18 or over 70 years of age. **7. RESIDENCY REQUIREMENT:** Unless otherwise specified in the exam announcement, candidates in all open competitive exams must at the time of the exam have been legal residents for at least one (1) month of the political subdivision in which they seek appointment. **8. VETERANS' CREDIT:** Disabled and non-disabled veterans who establish their eligibility for additional credits and are successful in the exam are entitled to have 10 and 5 points respectively (5 and 2 ½ points of credits in the case of promotion exams), added to their earned scores provided they have not used such credits to obtain permanent appointment or promotion. You will be allowed the option of waiving these credits after the completion of the exam. Effective 1/1/98 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 exams. 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 TO THIS OFFICE** indicating that the candidate received an honorable discharge or was released under honorable conditions in order to be certified a score including veterans' credit. An appropriate application form may be obtained at the Civil Service Office. **FAILURE TO PROVIDE PROOF PRIOR TO ESTABLISHMENT OF THE ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.** **9. ADDITIONAL SERVICE CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:** In conformance with Section 85-a of the C.S. 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 exam for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this exam 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 exam. 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. **10. TRANSCRIPTS & COLLEGE DEGREES:** Whenever college transcripts or diplomas are requested, they should be submitted with the application for the exam or as soon as possible thereafter before the exam. Degrees must be awarded by a regionally accredited college or university or one recognized by NYS Education Dept. If you degree was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. Please contact Civil Service for additional instructions. **11. RATING & REVIEW:** The passing grade for examination is 70. Unless the announcement states otherwise, this exam is being prepared and rated by the NYS Department of Civil Service in accordance with Section 23.2 of the NYS C.S. Law. The provisions of the NYS C.S. Rules and Regulations dealing with the preparation and rating of written exams will apply to this exam. **12. TRAINING AND EXPERIENCE:** Training and Experience will not be a subject of the exam unless specified on the front of the announcement. If a subject of the exam, training and experience may not be rated if all passing candidate are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application which are subject to verification. **13. ELIGIBLE LIST:** Eligible lists will be established on the basis of passing grades received by the candidates in the competitive portions of the exam. Lists are established for a duration of one year unless further extended. The resulting eligible list will be used to fill appropriate vacancies as they occur. Lists resulting from promotion exams are certified first. **14. SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES involving direct contact with students, a clearance for employment from the State Education Department is required. **15. FOR POSITIONS REQUIRING CRIMINAL BACKGROUND INVESTIGATION & FINGERPRINTING:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. Fingerprints to be used in performing the background checks would be collected from applicants pursuant to regulations promulgated by the DCJS, which will perform the State background check. DCJS will also submit the fingerprints to the FBI for the completion of the national background check. Individuals found to have criminal histories that bar their appointment to the position sought would then be disqualified by the municipal civil service agency pursuant to Section 50(4) of the Civil Service Law. As mentioned above, this Chapter applies to applicants or eligibles for original appointment to positions in the classified service. Current employees, transfer candidates, individuals reinstated from preferred lists pursuant to Section 81 of the Civil Service Law and applicants for promotion examinations or current eligibles on promotion eligible lists are specifically exempted from the provisions of this Chapter. This act took effect July 22, 2003. **16. USE OF CALCULATORS:** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **The calculator function on cell phones & devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.** You may not bring reference materials unless notified to do so. **17. WEATHER:** Listen to your local TV & Radio Stations, (WNYT, WRGB, WTEN, WXXA and 98.5 THE CAT, OLDIES 93.5, 1230 WHUC, FLY 92, 810 WGY, 107.7 WGNA) **18. EMERGENCIES (OTHER THAN WEATHER):** If an emergency prevents you from appearing for the exam please notify this office no later than 10:00 AM on the Monday following the test date. (Tuesday, if Monday is a holiday), providing verifiable documentation of the reason.

**NOTE:** As a condition of employment only within Greene County Depts., candidates receiving a conditional offer of employment must successfully pass a drug screen, failure to meet the above standards may result in disqualification. Also, any other entity or employer making a conditional offer of employment may also impose these same conditions.