BROOME COUNTY DEPARTMENT OF PERSONNEL
THIRD FLOOR, COUNTY OFFICE BUILDING, GOVERNMENTAL PLAZA
60 HAWLEY STREET, PO BOX 1766
BINGHAMTON, NEW YORK 13902
AN EQUAL OPPORTUNITY EMPLOYER

OPEN COMPETITIVE EXAMINATION FOR
EMERGENCY SERVICES DISPATCHER I

Exam Number: 67-923

EXAMINATION DATE: January 22, 2022

LAST DATE TO FILE APPLICATION WITH PROCESSING FEE OR WAIVER*: November 26, 2021

***Processing Fee:** Twenty dollar **($20.00)** non-refundable payment is required for each separately numbered examination for which you apply. The required processing fee must accompany your examination application. **Credit cards, checks, or money orders payable to the Broome County Office of Management and Budget will be accepted.** Please be sure to include applicant's name and examination number on your check or money order. A check returned for insufficient funds may disqualify your application and result in further action and/or service charges.

If your application is disapproved, the fee will not be refunded. Compare your qualifications carefully with the requirements specified on this announcement and file only for those examinations for which you are clearly qualified. Be specific when completing the application; include all pertinent information including credit hours if applicable. Work experience must be paid unless otherwise specified. Part-time experience will be prorated. ***Only applications which are post-marked on or before the last date to file will be accepted. ALL INTER-DEPARTMENTAL MAIL MUST BE RECEIVED BY THE CLOSE OF BUSINESS ON THE LAST DATE TO FILE, NO EXCEPTIONS. FAXED APPLICATIONS WILL NOT BE ACCEPTED.**

ADMISSION NOTICES WILL BE MAILED TO ALL APPROVED CANDIDATES APPROXIMATELY 8 DAYS BEFORE THE EXAMINATION. IF YOU DO NOT RECEIVE YOUR NOTICE BY THE TUESDAY BEFORE THE EXAMINATION, PLEASE CALL 778-2222 or 778-2276.

It is the responsibility of the candidate to notify the Broome County Department of Personnel of any change in name or address. No attempt will be made to locate candidates who have moved. The candidate change of information form is available at www.gobroomecounty.com/personnel/forms.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the 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, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are 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 for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application. Fee waiver forms are available at the Broome County Department of Personnel, the Department of Social Services or on line at** www.gobroomecounty.com**.**

MINIMUM SALARY	VACANCIES**	LOCATION OF WORK
$16.3286/hour	2	Broome County Office of Emergency Services

Eligible list: The eligible list established as a result of this examination will be used to fill vacancies, as they occur, in all Broome County departments, towns, villages, school districts, and special districts under the jurisdiction of the Broome County Personnel Officer.

**Vacancies – Positions may be filled temporarily at this time; however, the resulting eligible list must be used to permanently fill the position

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Residency: There are no residency requirements for this examination. However, preference in appointment may be given to successful candidates who, at the time of examination, are legal residents of the locality in which appointment is to be made. For appointment within Broome County departments, preference **will** be given to candidates who are residents of Broome County, OR an adjoining county (TIOGA, CORTLAND, DELAWARE AND CHENANGO) at the time of examination except as stated in Resolution 21-253.

DUTIES: Employees in the class are responsible for monitoring, dispatching and coordinating emergency services calls in either Fire and Emergency Services or Law Enforcement. This position differs from that of Emergency Services Dispatcher II which is responsible for calls in both Fire and Emergency Services, and Law Enforcement. Dispatchers also maintain radio communications with road patrol officers requesting back-up assistance. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services to situations which may involve danger to life and/or damage to property as quickly as possible. This job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours. May be required to perform various clerical duties as needed. Does related work as required.

MINIMUM QUALIFICATIONS:
Graduation from high school or possession of an equivalency diploma.
NOTE 1: Each candidate may be subject to a thorough background investigation. Applicants will be required to authorize access to educational, employment, criminal history, mental health records or other records. Conviction of a felony will bar employment. Conviction of a misdemeanor or other offense are subject to evaluation and may bar employment. Applicant will be required to submit the necessary fees for the fingerprint processing.
NOTE 2: Possession of American Safety & Health (ASHI) Basic First Aid and CPR certification is necessary within 6 months of appointment.

SPECIAL REQUIREMENT: Completion of the Emergency Medical Dispatch Course, certified by the National Academy of Emergency Medical Dispatch, must be obtained during the probationary period and must be maintained throughout employment.

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. 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: Candidates who fail the performance test will be permitted a retest which will be given on the same day as the original performance test.
Waivers: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State as of **January 22, 2020**, the performance test may be waived. If you request a waiver, you must submit verifiable evidence of qualifying. Information submitted must contain the title, location, and date of the performance test taken, as well as proof of passing.

Anticipated eligibility: If you expect to complete the educational requirement by August 31, 2022**,** 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 Broome County Department of Personnel. Proof must be submitted by October 31, 2022; failure to do so will result in removal of your name from the eligible list. You must meet the experience requirement, if any, before the examination date.

SUBJECT OF EXAMINATION:
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.

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 online at: https://www.cs.ny.gov/testing/testguides.cfm

Candidates must bring their picture ID and two sharpened #2 pencils to the examination. **USE OF CALCULATOR IS ALLOWED FOR THIS EXAMINATION.** Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.

Rating: This written examination is being prepared and rated by the New York State Department of Civil Service, in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

Applying for civil service examinations in multiple jurisdictions when examinations are scheduled on same date:
If you have **applied** for both a Broome County examination and an examination for another jurisdiction, both of which are scheduled for the same date, you must submit a Broome County Cross-filing Form indicating the site at which you intend to take your examination. The cross-filing form is available in our Department or online at http://gobroomecounty.com/files/personnel/pdfs/Crossfiling.pdf and should be submitted at least two weeks prior to the examinations. Failure to submit the cross-filing form in a timely manner may result in our not being able to accommodate your request to sit at your choice of exam sites. When taking both a State and Broome County examination, you will be required to take all your examinations at a State examination center. You will be advised by the State when and where to report for your examinations.

Religious accommodation/handicapped candidates/military personnel: If special arrangements for testing are required, indicate this on your application form.

Military Law provides special rights for members of the armed forces whose military service conflicts with scheduled civil service testing. Section 243-b (2) of Military Law states that “any member of the organized militia or reserves, who, because of active military duty other than for training purposes, missed the application filing period for an examination and as a result is deprived of the opportunity to compete in an examination, shall be given a special military make-up exam”. Please contact the Department of Personnel for more information.

Special Requirement for Appointment in School Districts and BOCES:
Per 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.

Background Investigation: 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.

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 the Department of Personnel 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."

General Information/Instructions: A copy of the general instructions, announcement and applications may be obtained upon request to the Broome County Department of Personnel or from our website at www.gobroomecounty.com.
OC Exam Form 2021
Date of issue: 11/3/21
Emergency Services Dispatcher I-OC