

MADISON COUNTY PERSONNEL/CIVIL SERVICE
COUNTY OFFICE BUILDING
WAMPSVILLE, NEW YORK

NO. 65-213
OPEN COMPETITIVE
PUBLIC SAFETY COMMUNICATOR

DATE OF EXAMINATION:

September 10, 2016

APPLICATIONS ACCEPTED UNTIL:

July 22, 2016

**APPLICATIONS MUST BE RECEIVED OR POSTMARKED BY APPLICATION DEADLINE
A NON-REFUNDABLE AND NON-TRANSFERABLE PROCESSING FEE
MUST ACCOMPANY EACH APPLICATION
\$15.00 MONEY ORDER ONLY – PAYABLE TO MADISON COUNTY TREASURER**

Since application fees are non-refundable, you are urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified.

If you are a Madison County employee in a position represented by the CSEA White Collar Unit, you are not required to submit a processing fee under the current negotiated agreement.

SALARY: \$17.25/hour (2016 Hire Rate)

VACANCIES: The eligible list established as a result of this examination will be used to fill vacancies as they occur in the Madison County Communications Center.

RESIDENCY: There are no residency requirements for this examination. Preference in certification may be given to successful candidates who have been legal residents of Madison County for at least one month prior to the date of certification.

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.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the operation of telecommunication equipment/network computer database systems used in the dispatching of law enforcement, firefighting, and EMS agencies, strictly adhering to all Federal Communications Commission (FCC) that encompass the use of said equipment. A high degree of accuracy, speed, and alertness is required in emergency situations, while taking appropriate action in accordance with departmental, county, state and federal policy/procedures and regulations. Employees in this class are required to assist with training, development and evaluation of new personnel including the development and maintenance of policies and procedures. Within the parameters of established operating procedures and guidelines, employees in this class exercise independent judgment, alertness and responsiveness in emergency situations. The employee may be required to transmit information including emergency medical services pre-arrival instructions in unique/critical situations. The job involves an unusual working environment which includes high stress dealing with life and death situations, requiring the need to remain calm in emergency situations, remain in control of the call and be polite in dealing with frustrated, angry and abusive individuals. A Public Safety Communicator also performs a variety of administrative tasks in the County's Communications Center. This class requires shift work covering both day and night hours. The work is performed on an assigned shift under the direct supervision of the Assistant E911 Director as directed by the E911 Director, and the oversight of a Senior Public Safety Communicator in accordance with established policies and procedures. A Public Safety Communicator does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma **and either:**

- (A) Two (2) years of full-time paid clerical experience, or its part-time equivalent, which shall have involved the operation of a personal computer and related peripheral equipment; or
- (B) Two (2) years* as an active volunteer firefighter in an organized volunteer or paid fire department; or
- (C) Two (2) years* of active volunteer experience in an organized volunteer ambulance organization; or
- (D) One (1) year of full-time paid experience, or its part-time and/or volunteer equivalent, in the operation of two-way radio equipment or emergency communication equipment in a commercial, military, or public setting; or

- (E) One (1) year of full-time paid, or its part-time equivalent, as a call taker or dispatcher in a computer aided public safety dispatch/communications operation; or
- (F) One (1) year of full-time paid experience, or its part-time equivalent, as a paid (career) firefighter; or
- (G) One (1) year of full-time paid experience, or its part-time equivalent, as an Emergency Medical Technician in a paid ambulance service; or
- (H) An equivalent combination of training and experience as outlined in (A), (B), (C), (D), (E), (F) and (G) above.

NOTE: *Two (2) years as a volunteer firefighter/Emergency Medical Technician means length in time in calendar years as an active member in good standing of a volunteer fire department/ambulance organization. This does not have to be full-time experience.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which may include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

FINGERPRINTING & FEES: Fingerprinting may occur at the applicant's expense.

PRE-PLACEMENT PHYSICAL AND CONTROLLED SUBSTANCES SCREENING: When you are offered a full-time permanent or contingent permanent appointment at Madison County, you will be required to complete a pre-placement physical examination and controlled substance screening prior to employment.

Hearing Test: All candidates will be required to have an audiology exam before beginning employment. Reasonable accommodations will be evaluated in accordance with the Americans with Disabilities Act.

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.

Unless otherwise notified, *candidates are permitted to use quiet, hand-held, solar or battery powered calculators.* Cell phones, devices that may be connected to a computer, and 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.

OTHER INFORMATION FOR CANDIDATES: The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information contained in the publication 'How to Take a Written Test' helpful in preparing for this test. This publication is available online at: www.cs.ny.gov/testing/localtestguides.cfm.

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 a 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 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 within the past five years of the written test, 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.

NOTE: Bring positive identification to the written examination such as a driver's license, passport or student identification which contains a photo and your signature. Candidates will not be admitted without the proper identification.

APPLICATIONS: May be obtained and must be filed in the Madison County Personnel/Civil Service Department, County Office Building, PO Box 636, Wampsville, NY 13163. Phone (315) 366-2341. [Applications](#) can also be downloaded at the Personnel Department's website www.madisoncounty.ny.gov. Applications must be received or postmarked no later than 5:00 p.m. on the last filing date.

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 by the close of business on the Application Deadline as listed on the Examination Announcement.** You may call/write the Madison County Personnel/Civil Service Department, P.O. Box 636, Wampsville, NY 13163; (315)366-2341 or you can download the form from the Madison County Personnel Department's website www.madisoncounty.ny.gov.

TIME AND PLACE OF EXAMINATION: Accepted candidates will be notified by letter when and where to appear for this examination. If notice of acceptance or disapproval is not received at least three days prior to the examination date, please call this office at (315) 366-2341.

The written test 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 the written test.

ADDITIONAL EXAMINATION CREDIT TO CHILDREN OF DEPUTY SHERIFFS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: In conformance with section 85-a of the Civil Service Law, children of deputy sheriffs 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 deputy sheriff 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.

VETERAN'S CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. [Applications](#) for veteran's credit are available from this office. Veteran's credit can only be added to a passing score on the examination.

Candidates currently in the armed forces may apply for and be conditionally granted veteran's credit in examinations. 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 indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credit.

THOSE REQUIRING RELIGIOUS ACCOMODATIONS, DISABLED PERSONS AND MILITARY PERSONNEL CALLED TO ACTIVE DUTY: IF SPECIAL ARRANGEMENTS FOR TESTING ARE REQUIRED, INDICATE THIS ON YOUR APPLICATION FORM.

BE SURE TO ENTER YOUR SOCIAL SECURITY NUMBER ON YOUR APPLICATION WHEN YOU FILE. QUALIFIED CANDIDATES MUST BRING THEIR SOCIAL SECURITY NUMBER TO THE EXAMINATION AS THIS WILL BE USED AS THEIR IDENTIFICATION NUMBER IN THE EXAMINATION.

ISSUED: June 23, 2016

Eileen M. Zehr
Madison County
Personnel Officer

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER