POLICE RADIO DISPATCHER (COMPUTER-AIDED DISPATCH) (OC)
NYS #65-590 RC/EL #19007

A $15 non-refundable application filing fee is required. A check or money order made payable to the Rockland County Commissioner of Finance must accompany the application. Please refer to Supplement A for further information regarding the application filing fee.

Examination to be held **January 19, 2019**; Last filing date **November 28, 2018**

VACANCIES: Several in the Town of Haverstraw, the Town of Orangetown and one each in the Town of Clarkstown and the Town of Ramapo. The Town of Orangetown may not be filling some of the vacancies at this time.

POSITIONS EXIST IN: The Towns of Clarkstown, Haverstraw, Orangetown, Ramapo, and the Village of Spring Valley.

RESIDENCE REQUIREMENTS: Candidates must be legal residents of Rockland County at the time of examination.

SALARY: The starting salary for a full-time position is $67,764.00 annually for a 40-hour-work-week with the Town of Clarkstown. Salary may vary in other locations.

WHAT THE JOB IS LIKE: This is responsible work which requires a high degree of accuracy and judgment in the receipt and transmission of police, fire, ambulance and other emergency communications by telephone and radio, and in dispatching patrol cars and other emergency vehicles to the incident scene. Dispatchers may be required to give pre-arrival instructions to callers including emergency medical dispatch responses (e.g. how to perform CPR, how to control bleeding, etc. (see Note 1.). Dispatching is assisted by use of a computer software program called Computer-Aided Dispatch (CAD). Police vehicles are traced on a visual display screen, and incumbents must monitor the officers' activities with attention to time spent and back-up required. All calls answered are logged in by means of an alpha-numeric keyboard and are coded based on incident type*. The work can be hectic and stressful, and incumbents may work rotating shifts. The work is performed under the general supervision of a Police Officer or higher ranking officer and in accordance with law and the regulations of the Federal Communications Commission and established local procedures. Does related work as required.
*To be demonstrated during the probationary period.

MINIMUM QUALIFICATIONS: By examination date, you must have: Graduation from high school or possession of an equivalency diploma and either:
1. One year of work experience in emergency radio communication or dispatching of emergency vehicles and personnel; or
2. Two years of work experience in radio communication, dispatching or any work where more than half of the work time involved direct public contact as defined in the Note 2. below.

NOTES:
1. If dispatchers are required to perform emergency medical dispatching, the appointing authority is responsible to ensure that personnel are appropriately trained to do so.
2. Public contact experience shall be defined as direct contact (i.e., in-person or telephone interactions) with clients, customers or members of the public that involves persuasion, negotiation, counseling, gathering disseminating, or clarifying information, and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.

SEE NEXT PAGE

SUBJECTS OF EXAMINATION:
This examination will consist of two parts:
1. A weighted multiple choice written test; <u>and</u>
2. A qualifying 911-Performance Test.
A. -WRITTEN TEST-
    1. <u>Coding/decoding information</u> - 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. <u>Following directions (maps)</u> - 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. <u>Retaining and comprehending spoken information from calls for emergency services</u> - 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. <u>Name and number checking</u> - 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. <u>Understanding and interpreting written material</u> - 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.

Unless specifically prohibited, 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", "Computers", and any similar devices are prohibited.

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

B. -PERFORMANCE TEST- (911-Test of entering emergency data into a dispatching-style database.)
    A performance test will 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 Rockland County Department of Personnel reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies. The performance 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. 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%.

    <u>WAIVER</u>: If you have passed a 911-Performance Test of this type in any local jurisdiction in New York State within the past 5 years, you may be entitled to have the performance test waived. If you have done so, state the title and date of the examination and the jurisdiction in which it was held and submit your request for a waiver to our department within thirty days of the written test. **This request must be in writing no later than one month after the written examination.**

    <u>RETEST:</u> Those who receive written notification of failing the 911-Performance Test, may make a request in writing **within thirty days for a retest.** The Rockland County Department of Personnel reserves the right to offer one more retest to all those candidates who failed or failed to appear for the first 911 test.

Date Issued: 10/31/18