

POLICE RADIO DISPATCHER (SPANISH -SPEAKING) (OC)

NYS #66-188 RC/EL #19008

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**

VACANCY: One in the Village of Suffern. The Village of Suffern may not be filling the position at this time.

POSITION EXISTS IN: The Village of Suffern.

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

SALARY: The starting salary is \$21.85/hr. for a 40-hour-work-week with the Village of Suffern.

WHAT THE JOB IS LIKE: This work is of routine difficulty but requires a high degree of responsibility and judgment in the receipt and transmission of police and fire communications by telephone and radio and in dispatching of patrol cars and other emergency vehicles to the incident scene. This job is distinguished from that of a Police Radio Dispatcher in that some of the duties require the incumbent to possess speaking and reading ability in Spanish at the fluency Level II. Work is performed under the general supervision of a Police Sergeant 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.

MINIMUM QUALIFICATIONS: By examination date, you must have: Graduation from high school or possession of an equivalency diploma and one year of experience in radio communication, dispatching or in any work involving direct public contact.*

*Public contact experience shall be defined as experience which includes, but is not limited to, information gathering, disseminating and clarifying information, conducting formal inspections which involve regular public contact, negotiating and counseling. The nature of the public contact is such that it is an essential function of the job and that it requires judgment on the part of the individual in dealing with or responding to another person. Examples of jobs that provide public contact experience are police officers, EMS dispatchers, code enforcement officers, psychologists, social workers, and lawyers.

NOTES:

1. Academic, technical or vocational training or additional experience may be substituted for schooling on a year-for-year basis.
2. Incumbents are expected to possess a Level II proficiency in Spanish (as defined by the Local Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent: be able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics not requiring specialized vocabulary (e.g., technical engineering, medicine, etc.); can discuss particular interests and special fields of competence in general terms with reasonable ease; possess adequate comprehension to normal rate of speech; has good control of grammar and errors do not interfere with understanding; can read with understanding standard newspaper, correspondence and official documents.

SEE NEXT PAGE

POLICE RADIO DISPATCHER (SPANISH-SPEAKING) (OC) #66-188 (CONTINUED)

SUBJECT OF EXAMINATION: This examination will consist of two parts:

1. A weighted multiple choice written test;
2. A qualifying Spanish Language Oral Proficiency Test.

A. –WRITTEN TEST-

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 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. –ORAL PERFORMANCE TEST-

The Language Oral Proficiency Test is designed to evaluate the candidate's proficiency in the Spanish language at a Level II. Only a sufficient number of candidates needed to fill the present vacancies will be called to take part in this qualifying portion of the examination. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying oral test. Candidates must pass both parts of this examination in order to be eligible for appointment. This Language Oral Proficiency test is held on a pass-fail basis. A level II proficiency in Spanish is required to pass this qualifying oral test.

The qualifying oral language proficiency test will be waived for candidates who have previously passed a Spanish test at the required proficiency level given under the direction of this department or in any local jurisdiction in New York State within the past five years. If you wish a waiver of the oral portion, submit a request **within thirty days of the written test** to our department indicating the title, number of the test and the jurisdiction for which it was held. Those who receive written notification of failing the oral test, may make a request in writing within thirty days for a retest. Retests will not be scheduled until all passing candidates have been given an opportunity for testing.