



RADIO OPERATOR I (OC)
NYS #64-876 RC/EL #24007

Examination to be held **January 27, 2024**; Last filing date **December 18, 2023**

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. Applications are available at: <https://mycivilservice.rocklandgov.com/exams>.

- 1. If applying online, completed applications must be submitted by 11:59 PM EST on the last filing date.**
- 2. If applying by mail, completed applications must be postmarked no later than the last filing date.**

POSITIONS EXIST IN: Rockland County Sheriff's Department.

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

SALARY: The starting salary is \$29.22 per hour for a 40-hour workweek with County of Rockland. Salary will be pro-rated for less than full-time positions.

WHAT THE JOB IS LIKE: This is specialized technical work that requires a high degree of accuracy in the receiving and transmission of police, fire and EMS communications by telephone and two-way radio. An incumbent in this title will be required to work on a 24-hour day, 7 day week rotating, 3 shift schedule. 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.). Dispatching is assisted by use of a computer software program. The work is performed under the general supervision of a Radio Operator of a higher level or other individual supervising an assigned shift, and in accordance with law and the required regulations of the Federal Communications Commission. Does related work as required.

When completing the application, your description of experience must specify the dates of your employment, the number of hours worked per week, your title, and the main duties for each. Be specific; vagueness will not be resolved in your favor. Candidates who submit incomplete applications or documentation may be disqualified.

MINIMUM QUALIFICATIONS: By examination date, you must have: Graduation from high school or possession of an equivalency diploma and one (1) year of experience in radio communications or in any work involving direct public contact*.

SPECIAL REQUIREMENT: Must possess a valid New York State driver's license or accessibility to transportation to meet any fieldwork requirements in a timely and efficient manner.

NOTES:

1. Academic, technical or vocational training or additional experience may be substituted for schooling on a year-for-year basis.
2. If dispatchers are required to perform emergency medical dispatching, the appointing authority is responsible to ensure that personnel are appropriately trained to do so.

*Public contact 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.

Although there are many jobs that involve public contact in the course of performing the essential duties and responsibilities of such jobs, the public contact experience may not meet the intent or meaning of the above definition. Examples of jobs that do not include public contact experience as defined above are chauffeurs, sales clerks or representatives, telephone operators, waiters or waitresses, and lab assistants.

NOTE: If using college credits to qualify, official college transcripts must be sent directly from the educational institution to the Rockland County Department of Personnel at rcexams@co.rockland.ny.us no later than two (2) months after the last filing date, February 18, 2024; student transcripts are not acceptable. Your college degree and/or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized by the U.S. Department of Education/U.S. Secretary of Education. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. Candidates are responsible for any required evaluation fees. General Information Concerning Evaluation of Foreign Education and Training, including a list of acceptable companies who provide this service, is available here: <https://rocklandgov.com/departments/personnel/guidelines-and-forms/>.

NOTE: Any outstanding application documentation must be submitted to the Rockland County Department of Personnel no later than two (2) weeks prior to the exam date. Failure to comply with the deadlines set herein may result in the disapproval of your application; disqualification from sitting for the examination; and/or disqualification from a resulting list of eligible candidates. These deadlines are subject to change by the Rockland County Department of Personnel upon notice to a candidate.

SEE NEXT PAGE

RADIO OPERATOR I (OC) #64-876 (CONTINUED)

SUBJECTS OF EXAMINATION:

This examination will consist of two parts:

1. A weighted multiple choice written test; and
2. A qualifying 911-Performance 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. 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.
3. 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.
4. 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.
5. 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.

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.

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%.

WAIVER: 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.**

RETEST: Candidates who fail the performance test will be permitted a retest which will be given on the same day as the original performance test.

USE OF CALCULATORS IS ALLOWED FOR THIS EXAMINATION

TEST GUIDE: 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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available online at: <https://www.cs.ny.gov/testing/testguides.cfm>.

Date Issued: 11/13/2023