



COORDINATOR, DISPATCH-RELATED SERVICES (PROM)
NYS #70017510 RC/EL #26001010

Examination to be held **January 24, 2026**; Last filing date **December 22, 2025**

A \$15 non-refundable application filing fee is required. Please refer to Supplement A for further information regarding the application/examination process. Applications are available at:

<https://www.rocklandcountyny.gov/departments/personnel/for-job-seekers/applicant-candidate-resources-forms>

1. If applying online, completed applications and electronic payment 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 accompanied by a check or money order made payable to the Rockland County Commissioner of Finance.

PARTICIPATING AGENCY: Town of Clarkstown.

For this promotion examination, eligibles can be appointed only in the jurisdiction in which they are presently employed.

SALARY: In accordance with the appropriate labor agreement.

WHAT THE JOB IS LIKE: This is specialized technical work that involves responsibility for planning, coordinating and overseeing the activities of a Central Communications Center in a town police department. The work involves the maintenance of a computer mapping system as well as maintaining the integrity of the department's dispatching database. In addition, the incumbent is assigned as the state-mandated New York Statewide Police Information Network (NYSPIN) Terminal Coordinator for the town's police department. The work is performed under the general supervision of the Police Chief in accordance with departmental guidelines and supervision is exercised over Police Radio Dispatchers. 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: You must be currently employed by the **Town of Clarkstown** and have five (5) years of permanent competitive class status there as a Police Radio Dispatcher (Computer-Aided Dispatch) or Police Radio Dispatcher (Computer-Aided Dispatch) Spanish-Speaking within a period of three years immediately preceding the examination date.

NOTE: If you were permanently appointed to a qualifying title and had provisional or contingent-permanent service in the same title immediately preceding the permanent appointment, such service shall be counted towards meeting the time in title required to apply for this examination.

ALL 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

COORDINATOR, DISPATCH-RELATED SERVICES (PROM) #70017510 (CONTINUED)

SUBJECT OF WRITTEN EXAMINATION:

1. 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.
2. Administrative Techniques and Practices – These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.
3. Radio Operations and Dispatching Procedures – These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.
4. Supervision and Training – These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.

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>.

Civil Service is an Equal Opportunity/Affirmative Action Employer

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