



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN  
OPEN COMPETITIVE EXAMINATION FOR:

Title: Public Safety Dispatcher

Number: 68873

Salary: \$52,998 – City of Poughkeepsie (2019 Salary)

Date of Examination: 01/19/2019

Applications Accepted Until: 11/28/2018

Applications postmarked 11/28/2018 will be accepted.

Applications accepted until 4:30 p.m. Monday through Friday.

**Administration of an exam does not imply a vacancy exists.**

**A \$15.00 fee and examination application is required for each separately numbered examination:** Application processing fee is payable by check, money order or credit card. Cash is **NOT** accepted. Check or money order must be made payable to “Commissioner of Finance” with the examination number and title indicated on the check or money order. The fee may be waived for candidates meeting certain criteria. See application for more details regarding fee waiver. **Read the announcement carefully; the application processing fee will NOT be refunded to disapproved applicants.**

**VACANCY:** The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in the City of Poughkeepsie.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before January 19, 2019:

Graduation from high school or possession of a high school equivalency diploma **AND:**

EITHER: (A) One year of full-time dispatch work experience in public safety dispatching\*;

OR: (B) Two years of active service in emergency service or public safety\*\*;

OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

*\*Public safety dispatching includes fire, law enforcement and emergency medical dispatching. It does not include transportation dispatching such as school buses, taxis, trucks, etc.*

*\*\*Candidates qualifying under (B) with non-paid work experience must submit, on agency letterhead, a statement from the appropriate Chief or department head indicating candidate has been an active member in good standing of the emergency service operation for at least two years.*

**NOTE:** Unless otherwise specified, part-time experience will be pro-rated towards meeting the full-time experience requirements.

**SPECIAL REQUIREMENTS:** Candidates may be required to meet certain physical standards for hearing and color vision. A screening test may be conducted prior to an offer of employment. Such testing shall be conducted only after a conditional offer of employment has been given to the candidate by the local agency seeking to employ such candidate. All candidates must be found physically able, with or without reasonable accommodations, to perform the essential job functions of a dispatcher. Candidates may be required to pay for the qualifying tests.

**DUTIES:** This position is responsible for receiving emergency and non-emergency telephone calls from the public and transmitting emergency information in the dispatching of firefighters, medical personnel, law enforcement officers and equipment in the shortest possible time, while maintaining a calm atmosphere in high-stress situations. **Employees are required to work shifts which cover day, night and weekend hours.**

**EXAMPLES OF WORK (Illustrative Only):** May run NYSPIN inquiries as required; operates the CAD system, dispatch console and all related equipment; receives calls from the public in need of fire, rescue, emergency medical, law enforcement or other emergency services and queries callers in a calm, systematic manner to obtain information needed to dispatch assistance; dispatches personnel and equipment to the scene of an emergency and monitors the response, dispatching additional coverage as needed or requested; monitors all calls currently being dispatched, continually updating dispatch information and CAD system as emergency situation evolves; receives and answers radio calls for various agencies and transfers calls to appropriate personnel; maintains a continuous computerized log of all telephone and radio calls sent out or received; maintains records of all fire and emergency equipment in the county and logs and continually updates any equipment out of service; may provide emergency medical dispatch information over the phone until emergency medical assistance arrives at the scene; receives and relays intra-county mutual aid calls; maintains a variety of logs and records and prepares reports as needed; utilizes computerized databases, such as NYSPIN system, to access and record data and information; notifies utility companies and other agencies as necessary and responds to calls from general public during an emergency.

**SUBJECT OF EXAMINATION:** Written test will cover knowledge, skills, and/or abilities in such areas as:

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. **Radio operations and dispatching procedures** - These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.
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.

The use of calculators is **ALLOWED** for this exam.

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: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)

**THIS EXAMINATION ALSO INCLUDES A QUALIFYING PERFORMANCE TEST, WHICH WILL BE HELD AT A LATER DATE.**

**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 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 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%.

**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 four (4) 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.

Page 2

**See page 3 for other important examination related information.**

DUTCHESS COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.

APPLY ONLINE AT [WWW.DUTCHESSNY.GOV](http://WWW.DUTCHESSNY.GOV)

\*\*\*\*\*IMPORTANT  
No. 2019-00000004

SEE REVERSE

IMPORTANT\*\*\*\*\*  
ISSUED: 10/31/2018

**FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE AT [www.dutchessny.gov](http://www.dutchessny.gov) or [www.co.dutchess.ny.us](http://www.co.dutchess.ny.us)**

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of the New York State Civil Service Rules and Regulations.

**RETURNED CHECK FEE:** A \$20.00 fee will be required for all returned checks. Failure to submit the returned check fee will disqualify you from the exam in which you participated.

**FINGERPRINTING:** An appointing authority may require a fingerprint supported background investigation before appointment. The candidate may be responsible for paying any associated fees with this service.

**WEATHER:** In case of inclement weather the morning of the examination, please call the Examinations Hotline at 845-486-2167 and select option 3. You may also listen to the following radio stations for possible delays or other updates:

WEOK/WPDH	WKIP/Q92	WBNR/WSPK	WCZX	WGNV	WRWD/WBWZ
1390AM	1450AM	1260AM	97.7FM	1220AM	107.3FM/93.3FM
101.5FM	92.1FM	104.7FM		103.1FM	

**ALTERNATE TEST DATES** may be arranged upon review of documented circumstances in accordance with established policy. Such arrangements must be made prior to the exam except for emergency situations or active military service.

**RELIGIOUS ACCOMMODATION:** – If you cannot take the test on the announced test date (most written exams held on Saturdays) due to a conflict with a religious observance or practice, indicate this on your application. Documentation will be required. You will be granted an alternate test date, usually during the following week.

**SPECIAL ACCOMMODATION:** If you require an accommodation or special assistance in taking an exam, indicate this on your application. Documentation will be required.

**COLLEGE CREDITS AND/OR DEGREE:** Must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your college credits and/or degree were awarded by an educational institution outside the United States and its territories, you must provide independent verification of degree and course-by-course (including grades) equivalency. You can contact the Dutchess County Department of Human Resources for a list of acceptable companies who provide this service. You must pay the required evaluation fee. The proof of independent verification of equivalency can be submitted in person, by email to [HRExams@DutchessNY.gov](mailto:HRExams@DutchessNY.gov) or by postal mail to Dutchess County Human Resources, Exams Unit, 22 Market Street, 5<sup>th</sup> Floor, Poughkeepsie, NY 12601.

**VETERANS:** Military personnel who are either in the service at time of examination or who have already been discharged may apply for disabled or non-disabled veterans' credits if they meet established criteria. Candidates who are interested in these additional credits should request an application and information sheet from the Dutchess County Department of Human Resources. Veterans' application forms will also be available on the website and upon request at the examination center. The completed forms and DD-214 must be received in the office as soon as possible after the examination date or before the eligible list for this examination is established.

**CALCULATORS:** Unless otherwise notified, 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 or any similar devices are prohibited.

**ADMISSION TO EXAMINATION:** Do not interpret a notice to appear for, or actual participation in the examination to mean that you have been found to meet fully the announced requirements.

Depending on the time available before an examination, *applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held.* At that time, those candidates not meeting the requirements are disqualified. Candidates who are subsequently disqualified after taking the test will NOT be notified of their score.

**If you do not receive a notice three days prior to the date of examination informing you whether or not you are to be admitted to the examination, call the Dutchess County Department of Human Resources immediately at 845-486-2169.**

**CHANGE OF ADDRESS:** Notify this office immediately of any change of address. The appropriate change of address form is available on the website, in the Dutchess County Department of Human Resources, and will be available at the examination center.

**RESIDENCE PREFERENCE:** Pursuant to Section 23.4a of Civil Service Law, preference in appointment from open-competitive lists may be given to candidates who have been residents in a locality or school district in which appointment is to be made for at least 30 days prior to certification of the eligible list. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

**MULTIPLE EXAMINATIONS:** If you have applied for any other Civil Service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site **no later than two weeks before the test date**. Call 845-486-2169 for further information regarding multiple examinations on the same date.

**NOTE:** In conformance with section 85-a of the Civil Service Law, children of firefighters 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 firefighter 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.

**APPLICATIONS:** May be obtained online at [www.dutchessny.gov](http://www.dutchessny.gov), by sending a legal-sized, self-addressed, stamped envelope or visiting the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601 (9 a.m. - 5 p.m., Monday through Friday).

“HOW TO TAKE A WRITTEN TEST” and questions and answers about **MUNICIPAL CIVIL SERVICE EXAMINATIONS** publications are available on and can be fully downloaded from the New York State Department of Civil Service website [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm).