



**NIAGARA COUNTY  
CIVIL SERVICE  
111 Main Street – Suite G2  
Lockport, New York 14094-2740**

*Malcolm A Needler  
Personnel Officer  
(716) 438-4071*

## SENIOR SHERIFF DISPATCHER

**No 76-613 Promotional Examination**

**Salary Range: \$29.81 - \$31.59**

The examination will be held to establish an eligible list used to fill any appropriate vacancies in the Niagara County Sheriff's Office that may occur during the life of the list. **The list established from this exam will supersede any existing list for this title.**

**PROMOTIONAL QUALIFICATIONS:** Four (4) years of **full-time** permanent competitive status as a Sheriff Dispatcher immediately preceding the date of the written examination.

**SPECIAL REQUIREMENT:**

1. Applicants must possess Emergency Medical Dispatch (EMD) certification at the time of appointment;
2. An applicant must be eligible for all DCJS and NCIC certifications at the time of application and, if hired, must maintain such eligibility throughout the life of employment;
3. Appointees must possess Basic CPR certification at the time of appointment and maintain certification in Basic CPR throughout the life of employment. Certification can be through the: American Heart Association as Basic Life Support Health Care Provider (including infant, child and adult), American Red Cross or any other equivalent as determined by the Personnel Officer;
4. Possession of applicable New York State Driver's License at time of appointment & throughout employment.

**SENIORITY CREDIT:** Seniority is based on the length of continuous permanent classified service in the jurisdiction in which promotion is sought, with points added to an eligible candidate's passing score for each appropriate five-year period or fraction thereof in accordance with the following schedule:

Less than 1 year	0 points
1 year up to 6 years	1 point
Over 6 years up to 11 years	2 points
Over 11 years up to 16 years	3 points
Over 16 years up to 21 years	4 points
Over 21 years up to 26 years	5 points

**NOTE:** Any person otherwise meeting the requirements for an examination, who was laid off from an agency for which the exam is being held, and whose name is presently on a **PREFERRED LIST**, is eligible to compete in the exam. When completing their application, such persons should be sure to indicate their present employment and/or title and location of their last permanent employment in the municipality.

**DUTIES:** The primary responsibility of an incumbent in this class is to receive and record E911, fire and Emergency Medical Service (EMS) calls and dispatch the appropriate firefighters, police, paramedics, and equipment to the scene. However, this employee will also serve as a lead dispatcher on a given shift providing direction and guidance to other dispatchers. The incumbent is required to operate a computer, related peripheral equipment, radios, telephones and a variety of other emergency communications equipment in order to receive and relay fire, police, emergency medical service and other personnel to fire scenes and other emergencies. Employees in this class must maintain a high degree of alertness, accuracy and a steady demeanor in responding to crisis situations. Incumbents perform a variety of clerical duties related to their communication functions. The work is performed in accordance with established policy under the general supervision of a higher-ranking officer with leeway allowed for the exercise of independent judgment in carrying out technical details of the work. Does related work as required.

**FEE WAIVERS:** Waivers for the filing fee must be completed in full and submitted with required supporting documentation or your application will be disapproved.

**APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY OR POSTMARKED BY THE FILING DEADLINE.  
YOUR APPLICATION WILL BE DISAPPROVED IF PAYMENT IS NOT RECEIVED BY THE FILING DEADLINE.**

FILING DEADLINE

**DECEMBER 2, 2021**

A **non-refundable \$15.00 application fee** is required.  
Apply and pay online or submit a check or money order  
payable to: **Niagara County Civil Service**

ANNOUNCEMENT ISSUED: October 26, 2021

EXAMINATION DATE

**JANUARY 22, 2022**

**SUBJECT OF EXAMINATION:** There will be a written test which you must pass in order to be considered for appointment. The written test will be designed to test for 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. **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.
3. **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.
4. **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.
5. **Radio operations and dispatching procedures:** These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.
6. **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.

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 on line at:<https://www.cs.ny.gov/testing/testguides.cfm>.

**NOTICE TO CANDIDATES:** The use of calculators is **ALLOWED**. Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboard such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited. **Cell phones and smart watches are prohibited.**

**CANDIDATES NOTE:** You are responsible for completing all sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the work week, final salary, and duties performed by you, must be shown. Be very specific in explaining experience that will qualify you for the position sought. Ambiguity and vagueness will not be resolved in your favor. **EACH SEPARATE SHEET ATTACHED TO THE APPLICATION MUST BE SIGNED.**

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangement for taking all tests at one test site. All examinations for positions in State government will be held at a State Examination Center.

This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

Please review **[IMPORTANT EXAMINATION INFORMATION FOR CANDIDATES](#)**