NIAGARA COUNTY
CIVIL SERVICE
111 Main Street – G2
Lockport, New York 14094

Malcolm A Needler
Personnel Officer

(716) 438-4071

SHERIFF DISPATCHER

No 62-005 Examination Open to the Public **Salary Range – $17.92-$26.90/hour**

The examination will be held to establish an eligible list used to fill any appropriate **part-time and full-tome** vacancies in the Niagara County Sheriff's Office that may occur during the life of the list. **POSITIONS ARE GENERALLY FILLED ON A PART-TIME BASIS FIRST. The list established from this exam will supersede any existing list for this title**

RESIDENCE REQUIREMENTS: Candidates must have been legal residents of Niagara County for at least one (1) month immediately preceding the date of the written examination and such residency must continue until the time of appointment.

MINIMUM QUALIFICATIONS: Candidates must meet the following on or before the date of the written exam. If you do not meet these qualifications, your application will be disapproved and your filing fee will not be refunded.

Graduation from high school or possession of an equivalency diploma and one of the following:

1. One (1) year of full-time paid experience as a call taker or dispatcher in an emergency services organization that involved working on automated equipment for dispatching information; **OR**
2. Two (2) years of full-time paid experience as a call taker or dispatcher in a private business that involved working on automated equipment for dispatching information; **OR**
3. Two (2) years of full-time paid clerical or customer service experience that involved entering data into a computer, telephone operations, and dealing directly with the public or customers; **OR**
4. Two (2) years of military service in a communications division which involved working on automated equipment for dispatching information; **OR**
5. Two (2) years of paid or volunteer experience as an active member of an emergency services organization such as a firefighter in an organized fire department, law enforcement officer, emergency medical personnel for an ambulance service, or closely related field;

NOTE:
Volunteer experience as an active member of an emergency services organization will not be pro-rated. However, proof of active service must be submitted with the application (i.e. a letter from the Fire Chief verifying dates of active service). Applications received without the verification of active service dates will be disapproved.

SPECIAL REQUIREMENT:

1. Applicants must obtain a Emergency Medical Dispatch (EMD) certification within one (1) year 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 will obtain Basic CPR certification within six (6) months 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.

PERFORMANCE TEST: *****A 911 PERFORMANCE TEST will be held on the same day as the written examination*****
The performance test will be a qualifying (pass/fail) test. You must pass both the written and performance tests to be considered for appointment. 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. The test will be administered on a conventional personal computer using a conventional PC Keyboard, but you will not be using a mouse. 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 approximately 20 words per minute with an accuracy rate of at least 97.5 %.

****** 911 PERFORMANCE TEST WAIVER - PLEASE READ CAREFULLY******
If a candidate has already passed the 911 performance test administered by the Niagara County Civil Service, or any municipal Civil Service Commission, or the New York State Department of Labor Job Service, or the New York State Department of Civil Service within four (4) years of the date of the written test, the 911 performance test may be waived. Performance test waivers may be submitted up to the day prior to the date of the performance test. Information submitted must contain the title and location of the 911 test, the date and the passing grade. **Candidates requesting a waiver must clearly submit proof prior to the performance test date indicating the title for which it is to be applied.**

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

NOVEMBER 4, 2019

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**

EXAMINATION DATE

JANUARY 11, 2020

ANNOUNCEMENT ISSUED: October 8, 2019

DUTIES: This position exists in the Niagara County Sheriff's Office and involves responsibility for staffing the telecommunications and radio dispatch console on an assigned shift in receiving and transmitting messages and requested information to several law enforcement agencies, fire and rescue agencies, and performing related communications activities involving operation of telephones, radio equipment, local, state and federal data bases and computers. Employees in this class must be able to function calmly in emergencies and take appropriate action in an efficient manner. The work is performed 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.

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 are prohibited.**

DRUG SCREENING: Applicants may be required to undergo a drug-screening test to determine suitability for appointment in accordance with local policies. Applicants who test positive may be restricted from future certification.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

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

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. **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.

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.

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.

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 arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State Examination Center.

COLLEGE CREDITS MUST BE VERIFIED WITH AN OFFICIAL TRANSCRIPT. If you have listed college or special courses on your application it will be necessary for you to submit an official transcript or special course certificate. **Documents can be submitted electronically or in hardcopy format but must be on official letterhead or stationary.** ***If these documents are not on file prior to canvassing/certification for vacant positions, your name will not be canvassed/certified and your name will be removed from consideration for all appointments.***

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