



PUBLIC SAFETY TELECOMMUNICATOR

EXAM #65-846 (OC)

ONEIDA COUNTY ANNOUNCES

EXAMINATION OPEN TO THE PUBLIC

DECEMBER 3, 2021

APPLICATION DEADLINE DATE

JANUARY 22, 2022

EXAMINATION DATE

APPLICATIONS MUST BE RECEIVED BY 4:30 PM ON THE APPLICATION DEADLINE DATE
A **NON-REFUNDABLE AND NON-TRANSFERABLE** PROCESSING FEE
MUST ACCOMPANY EACH APPLICATION
\$15.00 **MONEY ORDER ONLY** -- PAYABLE TO ONEIDA COUNTY

STARTING SALARY/RANGE: \$36,524 Oneida County Government

VACANCIES: There are eight (8) vacancies in the Oneida County Department of Emergency Services, Oneida County, NY. **The eligible list, established as a result of this examination, will be used to fill any appropriate vacancies which may occur in these titles under the jurisdiction of the Oneida County Commissioner of Personnel.**

RESIDENCE REQUIREMENT: **NONE** - When preference in certification is given to residents of a municipality pursuant to subdivision 4-a of Section 23 of the Civil Service Law, an eligible must have been a resident of such municipality for at least one month prior to the date of certification in order to be included in a certification as a resident of such municipality and must be a resident of such municipality at the time of appointment.

MINIMUM QUALIFICATIONS: Candidates must meet minimum qualifications at time of application.

Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENT: Candidates must pass both visual and hearing acuity tests as prescribed by the Oneida County Department of Personnel. Candidates must meet the standards of both the visual and hearing acuity tests to be eligible for appointment.

NOTE: Further information may be requested from candidates to verify academic qualifications.

DUTIES: The incumbent in this class acquires or elicits information from multiple sources requiring the assistance of police, fire, emergency medical services, or associated public service providers in emergency and non-emergency situations. The incumbent performs related work as required.

SUBJECTS OF EXAMINATION: There will be a written test which you must pass in order to be considered for appointment **AND** the performance test in order to be considered for appointment.

(A) The written test will be designed to evaluate 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.

(B) **Qualifying Performance Test For Emergency Services:** - In order to be eligible for appointment, you must also pass a performance test for emergency services. This will be a qualifying (pass/fail) performance test. 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. The performance test will be scheduled at a later date. You will not be called to the performance test unless you have passed the written test. Your rank on the eligible list will be determined by your score on the written test only. 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%.

Re-Test Policy for Qualifying Performance: Candidates will be informed of their pass/fail at time of performance test. Those who do not pass will be offered a re-test. The re-test will be held at the convenience of the Oneida County Department of Personnel. Candidates will only be allowed **ONE** re-test during each six (6) month period of the calendar year.

Performance Test Waivers: If a candidate has already passed a Public Safety Telecommunicator performance test, at a rate of at least 6000 keystrokes per hour, and with not more than 2.5% errors, administered by Oneida County, NYS Dept. of Civil Service, NYS Dept. of Labor Job Service, or a local civil service agency within five (5) years of the date of the written test, the qualifying performance test may be waived. **A CANDIDATE REQUESTING A WAIVER, MUST SUBMIT VERIFIABLE EVIDENCE OF QUALIFYING AT THE TIME OF APPLICATION OR BY THE WRITTEN TEST DATE.** Information submitted must contain the title and location of the keyboarding test, the test date, and the passing speed.

CALCULATORS ARE ALLOWED: Unless specifically prohibited, candidates are permitted to use QUIET, hand-held, solar- or battery-powered calculators **ONLY**. Devices with typewriter keyboards, such as cell phones, computers or devices which can be hooked up to a computer, spell-checkers, personal digital assistants, address books, language translators, dictionaries and any similar devices are **PROHIBITED**.

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

**INSTRUCTIONS FOR APPLYING FOR MULTIPLE CIVIL SERVICE EXAMS
SCHEDULED ON THE SAME DATE**

If you have applied for other civil service exams in another jurisdiction (state, county, city) scheduled on the same date, **YOU** must make arrangements to take all the exams at one test site. Submit a completed **CROSS-FILER NOTIFICATION** form to our office at time of application. If you have applied for a State exam, **YOU MUST** take all exam titles at the state exam site. You will be advised on your admission letter when and where to report for your examinations. If you have any questions, please contact the Oneida County Department of Personnel at **315-798-5726**.

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**For further information contact: ONEIDA COUNTY DEPT. OF PERSONNEL, 800 PARK AVE., UTICA, NY 13501
TELEPHONE: (315) 798-5726
AMANDA L. CORTESE-KOLASZ, COMMISSIONER**

GENERAL INFORMATION

EMERGENCY CANCELLATION OF EXAMINATIONS: Tune to – Spectrum News; WUTR; WKTV; Radio Stations 96.1, 96.9, 97.9. Check website for more listings: www.ocgov.net/oneida/personnel/csexam.

1. **APPLICATIONS:** Candidate must complete a separate Oneida County Application for Civil Service Examination or Employment for each examination or position. NO E-MAILED OR FAXED APPLICATIONS WILL BE ACCEPTED. Applicants must answer every question on the application and make sure that the application is complete in all respects. INCOMPLETE APPLICATIONS WILL BE DISAPPROVED. All applications shall be filed with the Oneida County Department of Personnel. Applications received after the last filing date will be rejected.
2. **ADDRESS CHANGE:** Failure to notify this office of a change of address may result in disqualification for examination or certification for appointment following examination. No attempt will be made to locate candidates who have moved.
3. **RELIGIOUS ACCOMMODATIONS/MILITARY/DISABILITY:** Please indicate on your application if special exam arrangements for testing are needed. See instruction F on application.
4. **ALTERNATE TEST DATES:** See Alternate Test Date Policy. This policy is available on our website.
5. **VETERANS:** See instruction G on application.
6. **ADMISSION NOTICE:** Applications are reviewed for qualifying status. If your exam application is disapproved, you will be notified of the reason and given an opportunity to amend your application. All amendments to applications are due by the amendment due date listed on your disapproval letter. IF YOU DO NOT RECEIVE AN ADMISSION LETTER THREE (3) DAYS BEFORE THE EXAM DATE, CALL: (315) 798-5726. Collect calls will not be accepted.
7. **ELIGIBLE LISTS:** Appointments from an eligible list must be made from the top three candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one (1) year and a maximum period of four (4) years. Changing conditions may make it advisable to certify to future vacancies at higher or lower salaries than those announced.
8. **FOREIGN EDUCATION:** High school from other than U.S. schools may be verified by a transcript and against college-entry requirements in the corresponding country. Applicable documentation must be submitted. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Oneida County Department of Personnel, by mail (include a self-addressed, stamped envelope) OR on the New York State Department of Civil Service web site: www.cs.ny.gov/jobseeker/degrees.cfm. You will be responsible for the required evaluation fee.
9. Federal and State Law prohibit discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, marital status or genetic predisposition or carrier status.
10. This examination is being 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 the 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.
11. **ADDITIONAL CREDIT:** 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.
12. **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.
13. **APPLICATION FEE WAIVER:** A waiver of the application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of the application fee will be allowed if you are determined eligible for Medicaid, receiving Supplemental Security Income payment, receiving Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a Request for Application Fee Waiver and Certification form and submit it with your application. The form is available on our website as well as Oneida County Department of Personnel, 800 Park Avenue 6th Floor, Utica, NY 13501. You may also call (315) 798-5726 or write to the Oneida County Department of Personnel to request a copy.**
14. **EXAMINATION ATTENDANCE POLICY:** Failure to appear for two (2) consecutive examinations administered by Oneida County Civil Service within an 18 month period will result in disqualification from future examination for a two year period, per Oneida County Civil Service Rule IX.

ONEIDA COUNTY EXAM ANNOUNCEMENTS CAN BE ACCESSED ON OUR WEBSITE: www.ocgov.net.

**** ONEIDA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER ****