

The Amsterdam Civil Service Commission announces the **Open-Competitive** exam for:

**Dispatcher**

(Police Department)

Open Competitive Exam # 68-115

City Amsterdam Police Department

Date of Examination: January 19, 2019

Last Filing Date: December 14, 2018

**Read this entire announcement before completing your application. YOU MUST MEET THE MINIMUM QUALIFICATIONS TO BE ACCEPTED.**

**Employment Opportunities:** At the present time, there is One (1) vacancy in the Amsterdam Police Department.

**Salary:** \$34,857.00

**General Statement of Duties:** This work involves responsibility for staffing the Police Department telecommunications console on an assigned shift. The Incumbent receives and transmits messages and requested information to the Police, Law enforcement agencies and performs related communications activities involving operation of telephones, NYSPIN computer, and short wave radio. Incumbents in this class must be able to function calmly in emergencies and take appropriate action in an efficient manner. Work is performed under the general supervision of a higher-ranking officer with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Does related work as required.

**Minimum Qualifications:**

1. Graduation from a regionally accredited or NYS registered college with an Associate's Degree with a degree in Criminal Justice/Communications.  
or
2. Graduation from high school or possession of a high school equivalence diploma and two (2) years of dispatching experience in a law enforcement agency.  
or
3. An equivalent combination of training and experience as defined by limits of (1) and (2).

**Subject of Examination:**

A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

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 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.**

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

Use of calculators is allowed. Candidates are permitted to use quiet, hand-held solar or battery powered calculators or slide rules. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.

**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 City of Amsterdam 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 last two (2) 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.

**Application:** Applications may be obtained at the Civil Service Office in Amsterdam City Hall or by sending a stamped self-addressed legal envelope to:

Amsterdam Civil Service Commission, City Hall 61 Church St. Amsterdam NY 12010  
Applications received post-marked after the filing date deadline **will not** be accepted. The applicant should make sure every question on the application is answered and that the application is complete in all respects. All statements made by candidates in their application are subject to verification. This department does not acknowledge receipt of the applications. Candidates will be notified of the disposition of their application. Candidates will be notified by letter, of when and where to appear to take the written test. If candidates have not received a notice to appear for the written test three (3) days prior to the exam date, they should call our office at (518)841-4341.

**Application Fees:** A \$15.00 non-refundable application fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Send a check or money order payable to City of Amsterdam. Write the examination number(s) and the applicant's name on the check or money order. **DO NOT SEND CASH.** If your application is disapproved, the fee will not be refunded. You should carefully

review the announced minimum qualifications and any residence requirements and apply only for those examinations for which you clearly qualify.

**Religious Observer/Disabled Candidates/Military Members:** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements. Military Service Members: If you apply for an examination during the filing period but are on active military duty on the date of examination is scheduled, you may request a military makeup examination. Contact Amsterdam Civil Service for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date.

**Section 23.2 Statement:** This examination will be prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

**Multiple Exam Takers:** If you have applied for both State and local government examinations, you must notify Amsterdam Civil Service of your intent to take both a State and a local government examination. When taking both a State and a local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examination. If you have applied for other local examinations examination, call or write to each Civil Service Agency to make arrangements no later than two weeks before the date of examination, as to which test site you will be taking the examination.

**Veteran's Credit:** Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of establishment of the resulting eligible list. Applications for veteran's credit are available from this office. **Veteran's credits can only be added to a passing score on the examination.**

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No credit may be granted after the establishment of the list.** It is the responsibility of the candidate to provide appropriate documentary proof indicating the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

**Change of Address:** It is the responsibility of the candidate to notify the Amsterdam Civil Service of any change in name or address for the duration of the eligible list. No attempt will be made to locate candidates who have moved.

If any emergency prevents you from appearing for the examination, please notify this office (518)841-4341 no later than 9:00AM on the Monday following the test date, (Tuesday if Monday is a legal holiday) providing verifiable documentation of the reason. A determination will be made as to if you will be scheduled for an alternate test date.

**Application Fee Waiver:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you determined eligible for Medicaid, or receiving Supplemental Security Income Payments, or 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 by the close of business on the application deadline as listed on the examination announcement.

**Children of Firefighters and Police Officers killed in the line of duty:** 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.

**City of Amsterdam/An Equal Opportunity Employer**

**Civil Service Commission:**

**Gary McNeil, Chairman  
John Mancini, Commissioner  
Lynn Kot, Commissioner**

**10/29/2018**