



THE ONEONTA MUNICIPAL CIVIL SERVICE COMMISSION

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR THE POSITION OF:

CIVILIAN DISPATCHER: EXAM #61106

DATE OF WRITTEN EXAMINATION: January 16, 2021

APPLICATION FILING DEADLINE: Applications must be postmarked or received no later than 4:00 p.m. on December 14, 2020. Applications are available on our website, www.oneonta.ny.us/personnel or may be requested by contacting personnel@oneonta.ny.us. All applications must be original documents. We do not accept faxed, electronic or photocopied applications.

SPECIAL COVID-19 INSTRUCTIONS: Due to the pandemic, public access to City Hall is currently restricted. As such, applications will be accepted only via mail (mailed to: Oneonta Municipal Civil Service Commission, 258 Main St., Oneonta, NY 13820 Attn: Civilian Dispatcher Exam). Questions with regard to the exam or application process must be emailed to personnel@oneonta.ny.us. Please note that the exam date of January 16, 2021, may be subject to change based on any state or local orders affecting public gatherings on the date of the exam. Sufficient notice will be given to approved applicants of any change in date or exam administration.

Candidates will be required to adhere to any instructions regarding physical distancing or the wearing of face coverings while participating in the testing process. This includes instructions provided in written correspondence or verbal instructions from staff during the administration of written or physical agility tests. Failure to comply may result in disqualification.

ALTERNATE TEST DATE POLICY: See attached.

FILING FEE: A \$15.00 non-refundable application fee, or an application fee waiver, for each examination for which you apply must be submitted with your application. Please send a personal check, certified bank check or money order payable to the City of Oneonta. Write the examination number(s) and the applicant's name on the check, money order, etc. *Cash will not be accepted.*

VACANCIES: The eligible list established as a result of this examination will be used to fill vacancies which occur within the City of Oneonta Police Department and Oneonta Public Transit.

SALARY: \$31,767 annually (2021 base)

RESIDENCE REQUIREMENT: Candidates must have been legal residents of New York State for at least 1 month immediately preceding the date of the written test.

NOTE: The use of a calculator is **allowed** for this exam.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for staffing the Police and/or Fire Department telecommunications console, or the Oneonta Public Transit dispatch office, on an

assigned shift. The incumbent receives and transmits messages and requested information to the necessary department(s) and performs related communications activities involving operation of telephones, radios, computers, and other technology. 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 employee with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.

SUBJECTS OF EXAMINATION: This examination will be a multi-part test, comprised of a written exam and listening test, and a performance test (the performance test will be administered at a later date - see more information below in the "Performance Test" section).

The written test is designed to test for 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. 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.

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 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.

PERFORMANCE TEST 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%.

PERFORMANCE RETEST POLICY: The Oneonta Civil Service Commission does allow for the retesting of candidates. Candidates who fail the performance test will be permitted a retest which will be given on the same day as the original performance test.

WAIVER POLICY - PERFORMANCE TEST ONLY: The Oneonta Civil Service Commission has established a performance waiver policy. If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within 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.

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 "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 .

RELIGIOUS AND MILITARY MEMBERS ACCOMMODATION: Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and candidates who are called to military service after filing an application should send requests for an alternate test date to the City of Oneonta Civil Service/Personnel Office as soon as possible before the test date. If you apply for an examination during the filing period, but are on active military duty on the date the examination is scheduled, you may request a military make-up examination. Please contact the Personnel Department 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 (10) days before the test date.

DISABLED PERSONS: Disabled candidates who require special accommodations to take the test should indicate the need for special arrangements with their application. Please contact the Personnel Department for more information.

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 the New York State Civil Service Laws, Rules and Regulations dealing with the preparation and rating of examinations will apply to this 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 the 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 that 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. **Applications for Veterans' Credits are available at www.oneonta.ny.us/personnel.**

CROSS-FILING FOR CANDIDATES APPLYING TO TAKE 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 three (3) weeks before the test date, so they can make arrangements for taking all tests at one site. All examinations for positions in State government will be held at a State examination center. You can find the cross-filing form on our website and may either submit with your application or up to *three weeks* before the date of the examination.

APPLICATION FEE: An application fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Send personal check, certified bank check, money order payable to the City of Oneonta. Write the examination number(s) and the applicant's name on the check, money order, etc. Cash will be NOT be accepted. Applicants who do not submit the required fee or whose personal checks are returned for insufficient funds will be considered disqualified from taking the exam. 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.

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, 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. This form can be obtained at www.oneonta.ny.us/personnel.

ADMISSION NOTICES: Candidates will receive admission letters indicating the date, time and location their exam is scheduled. If you have not received a notice to appear for the examination three (3) days before the test date, call (607) 432-0670 Civil Service/Personnel office. It is the responsibility of the candidate to notify the Civil Service/Personnel Office of any change in name or address. No attempt will be made to locate candidates who have moved.

ADDITIONAL CREDIT FOR 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.

GENERAL INSTRUCTIONS AND INFORMATION:

1. Falsification of any part of the "Application for Employment" will result in disqualification.
2. Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.
3. Candidates who wish to take more than one examination must complete the "Application for Employment" for each examination. If you are cross-filing for another examination to be held on the same date, please indicate this on the application and specify the examination title and number, and the jurisdiction offering the other examination.
4. 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.
5. It is the responsibility of the candidate to notify the City of Oneonta Personnel/Civil Service Department of any change in address. No attempt will be made to locate candidates who have moved.

CITY OF ONEONTA ALTERNATE TEST DATE POLICY

Candidates may be rescheduled for an alternate test date when they are unable to take a scheduled examination for one of the following reasons:

1. A death in the immediate family or the household in which the candidate resides within the week immediately preceding the announced written test date. Immediate family shall include the spouse, domestic partner, children, siblings, parents and grandparents of the candidate or of his or her spouse.
2. Religious beliefs that preclude a candidate from taking an examination on the announced date.
3. Military duty.
4. A conflict with a previously scheduled commitment to participate as a member of a ceremonial party, such as a wedding, baptism, bar mitzvah or graduation, or as a member of the immediate family or household of the individual for whom the ceremony is being held.
5. A conflict with a professional or educational examination, including Federal or New York State Civil Service or educational examinations. Examples of professional examinations include the Certified Public Accountant or Professional Engineer examination. Examples of educational examination include the Scholastic Aptitude Test and Graduate Record Examination.
6. A conflict with a previously scheduled vacation, professional conference or retreat for which a significant non-refundable deposit was made prior to the date the examination announcement was issued.
7. A conflict with a court ordered appearance.
8. Hospital confinement, medical emergency or health problem of the candidate or member of the immediate family or household in which candidate resides, if documented by attending physician.

9. Emergency weather conditions, verified by the local public safety agency, that result in the closing of specified roads, highways or independent transportation services, which prevent a candidate from reaching the test center.
10. A conflict with a previously established work schedule that cannot be rearranged.
11. A vehicle breakdown or traffic accident that prevents the candidate from reaching the test center, if documented by a police official or vehicle towing or repair station.
12. When a candidate's family member or a member of the candidate's household has been approved to take the same examination on an alternate test date, thereby making it mandatory that all candidate from the family or household participate in the examination on the alternate date.
13. Any other reason, considered on a case-by-case basis, determined by the Commission to be sufficient justification for granting an alternate date.

Candidates must notify the Civil Service Office as soon as possible before the date of the examination. Candidates who are unable to take the examination due to a medical emergency, accident, or weather emergency, must notify the Civil Service Office no later than the Tuesday following the regular examination date.

All requests for alternate test dates must be accompanied by the appropriate documentation verifying the situation.

Candidates approved to take an examination on an alternate test date will be required to affirm that they have not discussed the examination content with any individual. Alleged violations of examination security will be investigated and, if verified, will result in disqualification.

Candidates will normally be examined prior to the Saturday following the original exam date.

**THE CITY OF ONEONTA IS AN EQUAL OPPORTUNITY EMPLOYER WITH A COMMITMENT TO
WORKFORCE DIVERSIFICATION.**

**ONEONTA MUNICIPAL CIVIL SERVICE COMMISSION
DATED: October 19, 2020**