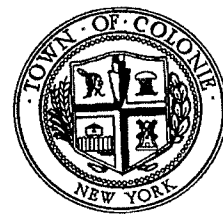


**The Town of Colonie Personnel Officer Announces
Open-Competitive Civil Service Examination
For
PUBLIC SAFETY DISPATCHER**



EXAMINATION NO: 65-663

SALARY: Entry: \$43,729

Top: \$61,577

EXAMINATION DATE: January 22, 2022

LAST FILING DATE: December 16, 2021

APPLICATION FEE: A fee of **\$50.00 (fifty dollars)** is required for this examination and may be processed online, **check or money order** (no cash) made out to the "Town of Colonie" must accompany each application. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. Note examination number on check or money order (see explanation on page 3).

RESIDENCY: Applicants must be, at the time of examination and for at least four (4) months immediately preceding the date of the written test, and continuously until date of certification for appointment, legal residents of Albany County.

VACANCIES: The eligible list resulting from this examination will be used to fill vacancies for the position of Public Safety Dispatcher as they occur in the Town of Colonie Police Department.

DESCRIPTION OF POSITION: Public Safety Dispatchers perform a variety of tasks associated with telephone calls from the public for assistance and dispatching appropriate personnel or equipment as required. While the majority of dispatchers are associated with Police Activity, Fire, and EMS calls are also dispatched. Public Safety Dispatchers are assigned to work at the information desk in the Police Department. Work is performed under direct supervision of a Senior Public Safety Dispatcher, the Public Safety Communications Supervisor or assigned Police personnel. The incumbent does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school AND one (1) year of experience involving large volume of public contact AND appropriate keyboarding skills.

Special Note: Satisfactory completion of training school and on the job training is required prior to end of probation period. Possession and maintenance of certification in the e-Justice portal operation and Emergency Medical dispatching is required.

PERFORMANCE TEST: A performance test will also be held at a later date as needed - 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 Town 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 will be offered two attempts to pass the performance test. Candidates who fail in their first attempt may be scheduled for an immediate retest or a retest in the near future, at the discretion of the Personnel Officer.

Scopes / Subjects of examination: A test designed to evaluate knowledge, skills and /or abilities in the following areas.

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.

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.

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.

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.

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.

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>.

WAIVERS: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within (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.

HOW TO APPLY: Applications and additional information may be obtained at the Civil Service Office, Colonie Memorial Town Hall, 534 Loudon Rd. Latham, NY 12110 – Telephone (518) 783-2721, OR via the internet at www.colonie.org (Civil Service Dept) where applications can be viewed and downloaded from the web site.

SPECIAL NOTE: This written examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this test.

Michael M. Burick
Personnel Officer
Town of Colonie
November 16, 2021

AN EQUAL OPPORTUNITY EMPLOYER

See “General Instructions”

GENERAL INSTRUCTIONS

Fees: Refer to the examination announcement for the required application processing fee. The required fee must accompany your application. Fees may be paid on line by credit card or enclose a non-refundable check or money order (no cash) made payable to the "Town of Colonie" and write the examination number(s) on your check or money order. In the event you are disqualified, decide you didn't want to apply for that test, you do not take the test(s), or are not successful on the examination, the fee is non-refundable and therefore will not be returned. **YOU ARE URGED TO COMPARE YOUR QUALIFICATIONS CAREFULLY WITH THE REQUIREMENTS FOR ADMISSION AND FILE ONLY FOR THOSE EXAMINATIONS FOR WHICH YOU ARE CLEARLY QUALIFIED.**

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 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" (in our office or on-line at www.colonie.org/civilservice) and submit it with your application by the close of business on the application deadline as listed on the examination announcement.** (Such claims are subject to later verification and if not supported by appropriate documentation, are grounds for barring appointment.)

PARTIAL FEE WAIVER: Incumbent permanent Town of Colonie employees with more than one full year, or equivalent part-time service, may request waiver of the fee except for \$5.00 (five dollars). Provisional employees are required to pay the complete fee.

- 1) Unless otherwise indicated on this announcement, the candidate will complete one application for employment for each examination he/she wishes to take.
- 2) Applicants must answer every question on the application form relevant to the examination or position. Applications lacking required information will be disapproved. Please follow instructions for applicants.
- 3) Investigation may be made as to character and ability and all statements made by applicants are subject to verification.
- 4) Falsification of any part of the application for employment or examination will result in disqualification and possible legal action.
- 5) Veterans, disabled Veterans, or *active duty members of the Armed Forces, desiring to claim additional credit must make application for such additional credit in their applications. They will be allowed the option of waiving these credits after the completion of the examination. *Special notice to active duty members of the Armed Forces – beginning 1/1/98 the NYS Constitution allows members of the US Armed Forces who are on active duty the right to request extra War Time Veterans credits on civil service examinations. You must request them in the space provided on the examination application.
5a) If you are an active member of the Armed Services during the period of time for filing an application for a particular exam, or the date of the examination, you may be eligible for special considerations. Please contact the Town of Colonie Civil Service Department at (518)783-2721.
- 6) Police Officer or Firefighter Survivor Credits: Per Section 85-a of 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 exam for which they qualify for original appointment in the same municipality in which his/her parent has served. If you qualify, inform this office when you submit your application for exam. A candidate claiming such credit has a minimum of 2 months from the application deadline to provide the necessary documentation to verify additional credit eligibility. No credit may be added after establishment of the eligible list.
- 7) Accepted candidates will be notified when and where to appear for examination. If an application is rejected, due notice will be sent. The department does not make formal acknowledgment of the receipt of an application.
- 8) Call this office if you do not receive a notice within three days of the date of the examination. Notice to appear for the test will be conditional, since final review of applications for all requirements may not be made until after the written test. You may not be admitted to the examination room without official notice. Have your Social Security card (if you have one) and your Driver's License available at the exam center.
- 9) The duration of the eligible lists shall be fixed for not less than one nor more than four years. Note: The duration of eligible lists established as a result of continuous recruitment exams will be one year only.
- 10) Changing conditions may make it advisable to certify for future vacancies at higher or lower salaries than those announced.
- 11) You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.
- 12) **CHANGE OF ADDRESS:** Failure to notify the Personnel Officer of a change of address may result in disqualification for examination or certification for appointment following examination. A Change of Address form may be found on-line at www.colonie.org/civilservice. **Failure to do so may delay correspondence and affect recruitment opportunity.**

- 13) Religious Accommodations – Persons with a Disability – Military Members: If special arrangements for testing are required, indicate this on your application form.
- 14) Applications must be filed in the Civil Service Department no later than 4:30PM on the last filing date as noted above – or post-marked no later than one day prior to last filing date.
- 15) Applicants for examination or employment are solely responsible to provide written notice of changes which may affect application status.
- 16) Under specific circumstances an alternate test date may be arranged. Your request with written documentation must be received in this office no later than the Thursday preceding exam date. Please ask to see our policy.
- 17) If an emergency prevents you from appearing for examination, please notify this office no later than 4:30pm on the Monday following the test date, (Tuesday, if Monday is a holiday) providing verifiable documentation as to the reasons. The "Policy on Alternate Test Dates" will govern.
- 18) Unless specifically prohibited, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell-Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries" and any similar devices are prohibited.
- 19) Applications for examinations in the Town of Colonie are not valid for other Civil Service jurisdictions. If applicants apply to other jurisdictions for examinations scheduled for the same date, it is the responsibility of the applicant to advise the Town of Colonie of their preference to examination location. Attach a "cross-filing" form to your application. Request this form by calling 783-2721 or download at www.colonie.org/civilservice. You need to call or write to each local Civil Service Agency to make arrangements within two weeks of the examinations. **Important: Candidates taking both State and local examinations scheduled for the same day must take all examinations at a State site. Do NOT call the State. You will be advised by their admission letter when and where to report for your examination/s.**
- 20) Weather Emergency/Exam Cancellation: Listen to your local TV/RADIO stations for information between the hours of 6:00am-8:00am on the test date.

COPIES OF THIS ANNOUNCEMENT ARE AVAILABLE IN THE CIVIL SERVICE DEPARTMENT

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