

WARREN COUNTY DEPARTMENT OF CIVIL SERVICE ADMINISTRATION

Announces

OPEN COMPETITIVE EXAMINATION

For

COMMUNICATION OFFICER

LAST FILING DATE: December 7, 2018

STATE NO. 65760

EXAMINATION DATE: January 19, 2019

LOCAL NO. 3061

NON-REFUNDABLE \$10.00 APPLICATION FEE REQUIRED
(CHECK OR MONEY ORDER ONLY – NO CASH)

LOCATION/ VACANCIES: This examination is being held to establish an eligible list to be used as vacancies may exist or occur in the Warren County Sheriff's Department.

SALARY: \$ 40,564

RESIDENCY: Candidates must have been legal residents of Warren County or a contiguous county (Washington, Saratoga, Hamilton, or Essex) for at least four months immediately preceding the date of the written exam. In accordance with Civil Service Law and Rules, preference in appointment may be given to candidates residing in Warren County.

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

DUTIES: (Illustrative only)

Operates two-way radio equipment to direct road patrol cars, fire units and/or EMS units to the scene of crimes, citizen complaints, fire and EMS calls or other emergencies;

Answers incoming telephone/911 calls and provides information or receives complaints from the public;

Directs activities of Patrol Officers on road patrol by setting priorities of assignment based on information received at headquarters;

Operates teletype system to obtain and relay information about motor vehicles, suspected law violators, missing persons, etc.;

Monitors police, fire and EMS frequencies continuously to be aware of occurrences which may require involvement of police and emergency vehicles;

May provide instructions for first aid to callers requesting emergency medical services.

SUBJECTS 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. *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.

5. *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.

NOTE: *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: <https://www.cs.ny.gov/testing/testguides.cfm>*

NOTE: *Candidates are ALLOWED to use quiet, hand-held solar or battery powered calculators. Devices with typewriter keyboards, Spell Checker, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are PROHIBITED. No books or reference material will be allowed into the examination site. Cell phones and other electronic communications 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 County 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.

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HOW TO APPLY: Applications and information may be obtained from the Warren County Department of Civil Service Administration, or from the web site: www.warrencountyny.gov/civilservice. Application/exam fee must be submitted to the Warren County Civil Service Administration before the close of business at 4:30p.m. on the last filing date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last filing date. 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 workweek, final salary, etc. must be shown. Ambiguity and vagueness **WILL NOT** be resolved in your favor.

APPLICATION FEE: An application processing fee as specified on this announcement must accompany the application. **CHECK OR MONEY ORDER ONLY** must be payable to **WARREN COUNTY TREASURER. DO NOT SEND CASH. YOU MUST LIST THE EXAM NUMBER ON THE CHECK OR MONEY ORDER.** You are responsible for comparing your qualifications with the minimum qualifications posted on this examination announcement. **THERE WILL BE NO REFUNDS** if your application is disapproved.

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 the Exam Fee Waiver and Certification section on the application or submit the "Application for Fee Waiver and Certification" form with your application by the close of business on the Last Filing Date as listed on the Examination Announcement.**

Veteran's Credits: Veterans or disabled veterans who may be eligible for additional credits must check the appropriate areas on the application and also submit a separate **Application for Veteran's Credits** and supporting documentation. Applications and information on veteran's credits may be obtained at the Warren County Department of Civil Service Administration.

NOTE: 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, notify this office of this matter when you submit your application for examination.

Saturday Sabbath Observers – Physically Challenged Individuals – Active Military Members: Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and candidates with a disability who require reasonable accommodations to take the test must clearly indicate the need for special arrangements on their Application. Candidates who are called to military service after filing an Application should send requests for an alternate test date to our Office as soon as possible before the test date. Military Service Members who apply for an examination during the filing period but are on active military duty on the date the examination is scheduled may request a military make-up examination. 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. You must submit with your application the type of special arrangements or reasonable accommodations requested accompanied by all supporting documentation.

Multiple Exams Scheduled for the Same Date: If you have applied with any other local Civil Service agency for any other examination held on the same day, you must make arrangements with each agency to take all your examinations at one test site no later than two weeks before the test date. If you have applied for both State and Local examinations, you must make arrangements with this agency to take all your examinations at a State examination center no later than two weeks before the test date. If you have questions please contact Warren County Civil Service at (518) 761-6440.

GENERAL INSTRUCTIONS AND INFORMATION

1. Positive identification will be required at the test site.
2. Falsification of any part of the "Application for Employment" will result in disqualification.
3. Applicants must answer every question on the application form and make sure that the application is complete in regard to meeting the minimum qualifications for this examination. There will be no refund of the application fee should your application be disapproved. Time and place of the examination will be mailed to candidates whose application has been approved, one week before examination date.
4. Where a degree is required for minimum qualification, do not send transcript unless required on this announcement.

5. Appointments from an eligible list must be made from the top three candidates willing to accept appointment. All eligible lists will be established for a maximum of four years or the establishment of a new list. It is probable that a number of titles will have an insufficient number of candidates and examinations for these titles will be held on a more regular basis with eligible lists being replaced within the four-year period. Candidates are advised to review our examination postings at our web site: www.warrencountyny.gov/civilservice . Candidates will NOT be notified should eligible lists expire within the four-year period.

6. It is the responsibility of the candidate to notify the Warren County Department of Civil Service Administration of any change in name and/or address. No attempt will be made to locate candidates who have moved.

7. The passing grade for this examination is 70.

8. The salary of this position is subject to change from time to time, or may be different in agencies serviced by the Warren County Department of Civil Service; vacancies may, therefore, be filled at a higher or lower salary than the one announced.

9. **SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

10. **BACKGROUND INVESTIGATION:** Applicants may be required to undergo extensive investigation of criminal history and background, which may include a fingerprint check, to determine suitability for appointment. Costs related to such investigation may be borne by the applicant. Failure to meet the standards of investigation may result in disqualification.

This written test is being prepared and rated by the N.Y.S. Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the N.Y.S. Civil Service Rules and Regulations dealing with the rating of examinations will apply to this exam.

ISSUED: November 7, 2018

Patricia C. Nenninger
Personnel Officer
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LAKE GEORGE, NY 12845-9803

WARREN COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

View all examination announcements on line at: www.warrencountyny.gov/civilservice