

WARREN COUNTY DEPARTMENT OF CIVIL SERVICE ADMINISTRATION

announces

PROMOTION EXAMINATION

for

SENIOR COMMUNICATION OFFICER

LAST FILING DATE: December 7, 2018

STATE NO. 72618

EXAMINATION DATE: January 19, 2019

LOCAL NO. 3062

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

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

**SALARY:** \$43,314

**MINIMUM QUALIFICATIONS:** This promotion examination is limited to employees of the Warren County Sheriff's Office who have held permanent full-time status as a Communication Officer for two years immediately preceding the date of the examination.

**DUTIES:** (Illustrative only)

Performs the duties of Communication Officer;

Supervises operations of the county emergency 911 communications center as they relate to receiving, recording, and dispatching calls for police, fire and ambulance services;

Assists the Communication Supervisor in preparing work schedules and assignments for subordinate Communication Officers;

Provides general oversight for training new communication officers, identify training needs and makes training recommendations for all communication center staff;

Counsels employees exhibiting unacceptable work behavior to apprise them of the problem and suggest remedial action, refers recurring or serious problems to the Communication Supervisor for appropriate disciplinary action and investigation;

Informs the Communication Supervisor and/or the Undersheriff of any condition that might have an adverse impact on providing 24/7 emergency communications services, and is responsible for taking appropriate action to correct any such condition;

Directs others in the performance of their duties;

Performs other duties as assigned by the Sheriff, Administrative Services Division Commander or Communication Supervisor.

**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. *Supervision and training:* These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.

6. *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:** **Calculators are ALLOWED for this exam.** No books or reference material will be allowed into the examination site. Cell phones and other electronic communication devices are **PROHIBITED**.

**SENIORITY:** Points will be added to a passing score as follows:

- Less than 1 year.....0 points
- 1 year up to 6 years.....1 point
- Over 6 years up to 11 years.....2 points
- Over 11 years up to 16 years.....3 points
- Over 16 years up to 21 years.....4 points
- Over 21 years up to 26 years.....5 points

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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](http://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 file date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last file 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 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.**

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**Special Arrangements, Reasonable Accommodations and 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.

**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 for 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, 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.

**Conflicting Exams:** 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](http://www.warrencountyny.gov/civilservice) Probable examination series, which would have more frequent examination, include but are not limited to: clerical, accounting, social services, and uniformed services. It is strongly recommended that all potential applicants continuously review postings on our web site. 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 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. Background checks may be required for appointment.
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.

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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  
MUNICIPAL CENTER  
1340 STATE ROUTE 9  
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](http://www.warrencountyny.gov/civilservice)**