



**CITY OF TONAWANDA CIVIL SERVICE COMMISSION**  
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THE TONAWANDA CIVIL SERVICE COMMISSION ANNOUNCES AN  
OPEN COMPETITIVE EXAMINATION

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## Public Safety Dispatcher

**No. 68848**

**Salary: \$41,354.00/annual FT  
\$19.88/hour PT**

**DATE OF EXAMINATION: January 19, 2019**

**LAST DATE TO FILE APPLICATION: December 3, 2018**

**APPLICATION FEE:** There is a \$12.50 non-refundable fee for each examination. The fee must accompany your application. You may pay in cash at the City Treasurer's Office or send a check or money order payable to the *City Treasurer*. Be sure your name is indicated along with the examination number on your check or money order. This fee will be waived for unemployed heads of households. **NO REFUNDS WILL BE MADE** if your application is disapproved. Be sure to compare your qualifications carefully with those stated below and file only for examinations for which you qualify.

**RESIDENCY REQUIREMENT:** There is no residency requirement for this exam. Preference in appointment may be given to City of Tonawanda residents.

**MINIMUM QUALIFICATIONS:** Either:

- A.) Graduation from High School or possession of a high school equivalency diploma and one (1) year of work experience; or
- B.) Three (3) years of experience involving the use of communications equipment in the dispatching of emergency personnel; or
- C.) An equivalent combination of training and experience as defined by the limits of (a) and (b).

**GENERAL STATEMENT OF DUTIES:** The work involves responsibility for the skilled use of a telephone, radiotelephone, radio, teletype or computer terminal in the transmission of communications and dispatching of police officers, firefighters, and medical personnel and equipment in emergency situations. An employee in this class must have a good knowledge of police and fire district boundaries and possess the ability to make rapid and sound decisions. An employee in this class is also required to prepare various reports and records when not performing dispatch duties and must have the ability to multi-task. The work is performed under the general supervision of the Police Chief, Fire Chief, or their designees with considerable leeway provided for the use of independent judgment in reacting to emergency or life threatening situations. Supervision of others is not ordinarily a responsibility of the position.

**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/geographical 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.**

**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 Tonawanda Civil Service Commission 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 (3) 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%.

**Waivers:** If you have passed a 911 keyboarding performance test administered by another jurisdiction in New York State within one (1) year 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.

**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: [www.cs.ny.gov/testing/localtestguides.cfm](http://www.cs.ny.gov/testing/localtestguides.cfm)

**Use of calculators is ALLOWED.** Devices with spell-checkers, PDA's, MP3's, cell phones, texting, paging, camera or other enhanced electronic features are prohibited.

**Your application for this test is part of the examination process.** Applications must be completely filled out, with all information stated on the front and back of the form. The Civil Service Commission will not refer to other applications on file for additional information. Applications, which do not show training and/or experience to meet the minimum qualifications, will be disapproved.

**APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON SAME DATE:**

If you have applied for any other Civil Service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site. If you have applied for both STATE and LOCAL government examinations, you must make arrangements to take all your examinations at the STATE examination center by cross-filing with the local municipality no later than two weeks before the test date. If you have applied for other local government examinations, call or write to each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government Civil Service Agencies with whom you have filed an application of the test site at which you wish to take your examination(s). For this examination, call 695-8626 or write to the Civil Service Commission, 200 Niagara Street, Tonawanda, NY 14150.

**SPECIAL ARRANGEMENTS:** 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 on their application. Candidates who are called to military service after filing an application should send requests for an alternate test date to the Civil Service Commission as soon as possible before the test date. If special arrangements for testing are required, indicate this on your applications under Question No. 5.

**VETERANS:** Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 10 and 5 points, respectively added to their earned scores if successful in passing the examination. You must claim these credits when you file the application, but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again, with one exception: if a non-disabled veteran used veteran's credits to obtain an appointment or promotion with New York State or a local government **AND** subsequent to such use, he/she was determined by the United States Department of Veteran's Affairs to be a qualified disabled veteran, then he/she shall be entitled to apply for and use 10 credits on NYS and local open competitive and promotional exams, minus the number of non-disabled credits he/she had previously used.

**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.

This exam 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 Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

**APPLICATIONS ARE AVAILABLE AT THE CIVIL SERVICE OFFICE,** on-line at [www.tonawandacity.com](http://www.tonawandacity.com) or you may send a self-addressed, stamped envelope to the Civil Service Office, 200 Niagara Street, Tonawanda, NY 14150.

**LETTER WILL NOTIFY CANDIDATES OF EXAMINATION TIME AND LOCATION.**

**The City of Tonawanda is an equal opportunity employer.**

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