



**Office of Personnel and Civil Service  
Exam Announcement  
Please Post Conspicuously**

Michael Mascarenas  
County Manager

Shaun Gilliland  
Chairman of the Board

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**TITLE:** EMERGENCY SERVICES CALL TAKER – DISPATCHER #88-230010

**SALARY:** \$24.51/HR.  
Current employees hired **PRIOR** to 2009, please contact the Personnel Office for rate of pay.

**LOCATION:** Essex County Emergency Services, Lewis

**BENEFITS:** Health Insurance, Dental Insurance, Sick, Vacation, and Personal time, NYS Retirement, Life Insurance, Flexible Spending Plan, Paid Holidays, Employee Assistance Program, and Employee Premium Enhancement.

**JOB SUMMARY:** Employees in the class are responsible for monitoring and dispatching a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.) Dispatchers also maintain radio communications with road patrol officers requesting back-up assistance. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously and must exercise sound independent judgment in prioritizing calls and dispatching appropriate emergency services to situations which may involve danger to life and/or damage to property as quickly as possible. This job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. Incumbents must maintain accurate records of all calls placed and received. Employees are required to work shifts which cover both day and night hours. May be required to perform various clerical duties as needed. Does related work as required.

**MINIMUM QUALIFICATIONS:**


- (a) Graduation from high school or possession of a high school equivalency diploma and one year of experience in clerical, dispatching or two-way radio communications;
- (b) Two years of experience in clerical, dispatching or two-way radio communications;
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).



**SPECIAL REQUIREMENTS:**

- (1) Possession of CPR Certification that must remain current throughout employment;
- (2) Possession of EMD Certification that must remain current throughout employment;
- (3) Possession of Telecommunicator Certification that must remain current throughout employment;
- (4) Possession of E-Justice Certification that must remain current throughout employment

(OVER)

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 Essex County Dept. of Personnel & Civil Service  
Essex County Government Center, 7551 Court Street, P.O. Box 217, Elizabethtown, NY 12932

 [essexcountyny.gov/personnel-and-civil-service](http://essexcountyny.gov/personnel-and-civil-service)  518.873.3360

**Essex County is an Equal Opportunity Employer**

**Posting Date:** November 21<sup>st</sup>, 2024  
**Application & \$15 Fee Deadline:** January 3rd, 2025  
**Exam Date:** February 8th, 2025

**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 via MP3 download. 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 MP3 download 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 online at:

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

**Use of calculators is ALLOWED**

**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. Essex 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.



The New York State Department of Civil Service collects demographic information using a Bio Data Research Questionnaire. The questionnaire collects information, on a *voluntary basis*, about an exam candidates' gender, ethnicity, race, language, disability status, veteran status, and LGBTQ+ identity. The data collected is used to study the Department of Civil Service examination program. Above is the QR code to scan and help collect demographic information about Essex County exam candidates.

## GENERAL INSTRUCTIONS

1. Each candidate must execute an application form and file it with the Essex County Department of Personnel and Civil Service, Essex County Government Center, 7551 Court Street, P.O. Box 217, Elizabethtown, New York, 12932. Applications should be filed as soon as possible after the announcement of the examination. In writing for application form or information, SPECIFY BY EXAMINATION NUMBER AND TITLE the position for which you wish to apply. Before filing your application, BE SURE EVERY QUESTION IS ANSWERED. AN INCOMPLETE APPLICATION MAY BE DISAPPROVED.

2. Accepted candidates will be notified when and where to appear for examination. None will be admitted to the examination without the official admittance letter. If an application is rejected, due notice will be sent. The department does not make formal acknowledgment of the receipt of an application. If you fail to receive an admission letter at least seven days prior to the examination date, you should contact the Essex County Department of Personnel and Civil Service immediately.

3. There may be restrictions on employment for those who are under 18.

4. There are no residence requirements for taking the examination. Appointing authorities may give preference to legal residents of their jurisdiction.

5. 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 veterans credits.

6. VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to determine whether they are qualified for appointment. In addition to meeting specific requirements, candidates must be of good moral character and habits.

7. When the 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 provision of the New York State Civil Service Rules and Regulations dealing with the rating and review of examinations apply.

8. Eligible Lists will be established in the order of final rating for successful candidates and will be established for a period of one year unless exhausted prior to that date. Lists may be extended by the Personnel Director not to exceed four years.

9. RETIREMENT SYSTEM: It is mandatory that persons appointed to full-time positions in a political subdivision participating in the New York State Employees' Retirement System, join the system on appointment. For other employees, membership is optional.

10. SATURDAY SABBATH OBSERVERS - DISABLED PERSONS: If special arrangements for testing are required, indicate this on your application form.

11. RECEIPT OF APPLICATIONS: If you submit an application to the Department of Personnel and Civil Service other than by personal delivery to this office, this office will not be responsible for the arrival of the application. Therefore, you should contact this office on or before the final date for filing to determine whether or not your application has been received.

12. USE OF CALCULATORS: Unless otherwise notified, 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', or any similar devices are prohibited.

13. FOR NON-CITIZENS: At the time of appointment, you must be a legal alien authorized to accept employment in the United States and you must maintain such status throughout the term of your employment with Essex County.

14. COLLEGE TRANSCRIPT: A copy of your college transcript will be required with the official application when applying for any civil service examinations requiring a degree.

15. DRUG-FREE WORKPLACE POLICY: All persons seeking employment with Essex County shall be required to submit to drug and alcohol screening and testing, as well as a pre-employment physical.

16. 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.

**APPLICATION FEE:** A fee of \$15 is required for each separate examination for which you apply. The required fee must accompany your application. Your check or money order must be made payable to Essex County Treasurer and have the examination number(s) and your Social Security Number on it. **CASH WILL BE ACCEPTED.** You are urged to compare your qualifications carefully with the Minimum Qualifications and residency requirements for each exam and file only for those for which you are clearly qualified. If you do qualify to take the exam, but fail to participate in the exam, the filing fee will **NOT** be refunded. If you do **NOT** qualify to take the exam the filing fee will **NOT** be refunded. Should you submit a personal check for payment of the application fee, and such check is returned by the bank prior to the date of examination, you will not be admitted to the examination. Should your check fail to clear the bank prior to the examination date and be returned for insufficient funds after you have sat for the examination, the Local Examination Division will be so notified, and a score will not be given to your examination. *For any checks returned, you will be charged \$15.00 payable to Essex County Treasurer.*

**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. *Waiver Request Forms available in the Essex County Dept. of Personnel*

**ALTERNATE TEST DATE POLICY:** Essex County has an Alternate Test Date Policy which allows a candidate to participate in the examination other than the set examination date. The alternate test date must be set during the week following the examination date. At no time can an examination be set later than one week following the examination unless New York State Civil Service approval is given. If you are unable to take the exam on the set exam date, contact this office for information regarding the policy. For emergency situations which may occur on the exam date, you must contact the Essex County Department of Personnel and Civil Service no later than the Monday following the exam by 4 o'clock p.m. Make-up of Civil Service Examinations by Military Personnel - Pursuant to Conditions S.243.b of the Military Law.

**CONFLICTING EXAMS:** If you have applied for any other Civil Service examination 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 calling (518) 457-7022 no later than two weeks before the test date. Be sure to notify your local civil service agency that you have made arrangements to take your examination(s) at the State site, so they do not mark you absent for their examination.

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 (518) 873-3360 or write to Essex County Department of Personnel and Civil Service, Essex County Government Center, 7551 Court Street, P.O. Box 217, Elizabethtown, NY 12932.

***Essex County is in compliance with American Disability Act requirements.***