

# TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

Inclusion Through Diversity



## PROMOTIONAL

Tompkins County Department of Human Resources Office  
125 E. Court Street  
Ithaca, NY 14850  
(607) 274-5526

**Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply**

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**TITLE:** Dispatch Supervisor (Promotional)

**EXAM NO:** 74197

**SALARY:** \$25.43 per hour - 2019 Hire Rate

**EXAM DATE:** 01/11/20

**ISSUE DATE:** 11/13/19

**THE FINAL DATE TO FILE APPLICATIONS:** 12/13/19

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 01/12/20

**RESIDENCY WAIVED**

**THE USE OF A QUIET HAND HELD CALCULATOR IS ALLOWED FOR THIS EXAMINATION.**

### **LOCATION OF POSITIONS/VACANCIES:**

There are currently no vacancies in the title of Dispatch Supervisor located at the Tompkins County Department of Emergency Response. The eligible list resulting from this examination may be used to fill any appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.

### **QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:**

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Emergency Response Department. Applicants must currently hold, and have continuously held 24 months of full-time permanent and/or contingent permanent competitive class status in the title of Emergency Services Dispatcher.

### **SPECIAL REQUIREMENTS:**

- (1) Must successfully pass a post offer of employment (in accordance with the ADA) psychological evaluation, as well as a medical evaluation that will cover, but not be limited to, such areas as: vision, hearing, speech, and physical ability to sit for long periods of time. The employee is required to maintain the physical and mental ability to perform the essential functions of the job (either with or without reasonable accommodations) for the duration of employment.
- (2) An applicant must be eligible for all NYSPIN certifications (pass a criminal background check) at the time of application and, if hired, must maintain such eligibility for the duration of employment.
- (3) Applicants must possess Emergency Medical Dispatch (EMD) certification within one year of appointment, as provided by the DOER and maintain such certification for the duration of employment.
- (4) An applicant must successfully complete all mandatory in-service training as required and provided by DOER.

(5) New hires and re-hires must pass a drug test.

**DISTINGUISHING FEATURES OF THE CLASS:**

The primary responsibility of an incumbent in this class is to receive and record 9-1-1, police, fire and emergency medical service (EMS) calls and dispatch the appropriate police officers, firefighters, paramedics, and equipment to the scene of an incident. However, this employee will also serve as a lead dispatcher on a given shift providing direction and guidance to other dispatchers. The incumbent is required to operate computers, related peripheral equipment, radios, telephones and a variety of other emergency communications equipment in order to receive and relay police, fire, emergency medical service and other personnel to incidents and emergencies. 9-1-1/ POLICE/FIRE/EMS Dispatch Supervisors must maintain a high degree of alertness, accuracy and a steady demeanor in responding to crisis situations. 9-1-1/POLICE/FIRE/EMS Dispatch Supervisors perform a variety of clerical duties related to their communication functions. The work is performed in accordance with established policy under the general supervision of the Director of the Dispatch Center. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Maintains a high level of alertness at all times, as is required by the nature of the job;
- Perform all aspects of the position of Emergency Services Dispatcher and Dispatch Supervisor;
- Supervises shift operations, including checking the work quality of persons on shift;
- Monitors various systems in the Department of Emergency Response building and the 9-1-1 Dispatch Center, trouble shoot problems and make appropriate notifications, as needed;
- Assigns staff to dispatching positions for respective shifts;
- Approves time off requests, schedule the relief Emergency Services Dispatcher, perform overtime call in for emergency coverage (i.e.: sick time) and arrange for staffing for vacations and other non-emergency coverage;
- Approves time cards for dispatchers on their respective shifts and forward completed time cards to the Communications Center Manager;
- Prepares the annual shift selection and master schedule for the Emergency Services Dispatchers;
- Conducts shift briefings regarding upcoming events and inform the respective shifts of any changes to policy and procedure. Conducts in-service training;
- Briefs the oncoming Dispatch Supervisor of all pertinent information in regard to incidents, events or circumstances that may affect the oncoming shift;
- Supervises and control non-employee access to the 9-1-1 Dispatch Center;
- Receives, resolves and/or forwards complaints to the Communications Center Manager;
- Reports all Call Review requests to the Communications Center Manager;
- Makes radio and/or telephone re-recordings as necessary for review by the Communications Center Manager;
- Informs the Communications Center Manager of problems and suggestions for shift operations;
- Proactively pursues up-dated, time sensitive CAD data and information and enter that data in accordance with the training and guidelines set forth by the Senior Clerk in the Office of Emergency Response;
- Reviews, for quality control, the operation and maintenance of CAD information and incidents;
- Annually completes employee evaluations for the Emergency Service Dispatchers on their respective shifts, for the Communications Center Manager;
- Ensures accuracy of police, fire, and ambulance apparatus assignments and statuses;
- Completes an entry in the dispatch logbook at the completion of each shift;
- Performs NYSPIN TAC duties including quality control, training, certification and review;
- Represents the Communications Center at the Tompkins County Fire Chief's monthly meetings;
- Coordination of supply acquisition, as needed;
- Oversees operation of the computer systems as directed by the Systems Manager and the Communications Center Manager;
- Performs other duties as assigned by the Communications Center Manager.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of the geography of the county including location in City of Ithaca, towns, villages of streets, utilities, water systems, residential and commercial districts, police department, fire department and emergency medical service operating areas, etc.;
- Thorough knowledge of the operation of radios, two-way radio communication system, including FCC regulations, computers and telephone equipment;
- Good knowledge of the 9-1-1 system
- Good knowledge of different types of alarm systems;

- Good knowledge of the digital recording and playback system;
- Good knowledge of police, fire and EMS department terminology;
- In depth knowledge of NYSPIN rules and regulations;
- Ability to plan, assign and supervise the work of Dispatchers;
- Ability to clearly and concisely, communicate during emergency situations;
- Ability to perform Computer-Aided Dispatch data entry at an acceptable rate of speed;
- Ability to manipulate an alphanumeric keyboard in order to prepare reports clearly and accurately;
- Ability to understand and follow oral and written instructions;
- Ability to understand medical terminology and communicate with a hospital emergency room;
- Ability to perform calmly and efficiently in emergency situations;
- Ability to deal effectively with the public in stressful situations;
- Clerical aptitude;
- Mental alertness and good judgment in emergencies;
- Tact and courtesy are required.
- The employee's physical and mental condition shall be commensurate with the demands of the position.

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**Complete Scope of the examination and Expanded subtest descriptions:**

**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.

**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.

**Work planning and scheduling**

These questions test for knowledge of the principles used in developing and implementing work plans and for the ability to arrange work assignments in a manner that will achieve work goals while staying within scheduling criteria. This may include setting up vacation or work schedules, taking into consideration such factors as seniority, work skills, duty hours, and shift coverage.

**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.

**Radio operations and dispatching procedures**

These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.

**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.

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>.

**SENIORITY:** One point will be added to each passing score for every five years of permanent classified service according to the following schedule:

Less than one year . . . . .	0 points
1 year up to 6 years . . . . .	1 point
6 years up to 11 years . . . . .	2 points
11 years up to 16 years . . . . .	3 points
etc. . .	

## FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

**ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS** desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and 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. You may not bring books or other reference materials.

**CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE:** When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

**FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS:** If special arrangements for testing are required, please indicate this on your application.

**ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. 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.**

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties 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 firefighter or police officer killed in the line of duties 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.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850