

**TOMPKINS COUNTY CIVIL SERVICE
EXAMINATION
Inclusion Through Diversity**

OPEN TO THE PUBLIC

**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

TITLE: Communications Center Manager

EXAM NO: 61098

SALARY: \$33.73 per hour - 2020 Hire Rate

EXAM DATE: 01/16/21

ISSUE DATE: 12/03/20

THE FINAL DATE TO FILE APPLICATIONS: 12/18/20

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 01/17/21

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

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

LOCATION OF POSITIONS/VACANCIES:

There is currently one vacancy in the title of Communications Center Manager located at the Tompkins County Department of Emergency Response. The eligible list resulting from this examination may be used to fill this vacancy and any other appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelors Degree AND six years of full-time paid (or the equivalent part-time) experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, three years of which must have been in a supervisory position; OR

(b) Graduation from a regionally accredited or New York State registered two-year college with an Associates AND eight years of full-time paid (or the equivalent part-time) experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, four years of which must have been in a supervisory position; OR

(c) Graduation from high school or possession of a high school equivalency diploma AND ten years of full-time paid (or the equivalent part-time) experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, five years of which must have been in a supervisory position; OR

(d) Any combination of training and experience equal to or greater than that described in (a), (b), and (c) above.

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 eJustice and NCIC (National Crime Information Center) 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 six months of appointment, and Emergency Medical Dispatch – Quality Assurance (EMD-Q) within one year of appointment, as provided by the Department of Emergency Response (DOER) and maintain such certification for the duration of employment.

(4) Applicants must possess Association of Public-Safety Communications Officials Certifications in the following disciplines: PST-1 (Public Safety Telecommunications Basic Instruction), Communications Training Officer (CTO), and Communications Center Supervisor (CCS) within six months of appointment, and Instructor Level Certifications in each of the above mentioned disciplines within one year of appointment and maintain such certifications for the duration of employment.

(5) An applicant must successfully complete all mandatory in-service training as required and provided by DOER.

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

(7) The candidate must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

The Communications Center Manager (CCM) works under the general direction of the Director and/or Deputy Director of the Department of Emergency Response. The CCM is responsible for managing, planning, organizing, and directing a county-wide emergency services communications program that serves police, fire and ambulance departments and other non-public safety agencies. The CCM will be responsible for personnel administration at the 9-1-1 Communications Center and should have a working knowledge of the principals, practices and techniques of effective human resource management and supervision. The CCM will carry out the administrative tasks associated with the communications program, such as scheduling shifts, equipment inventory, report writing, and oversee the development and implementation of public safety telecommunications training programs, and quality assurance and improvement activities for the Communications Center. This position requires an in-depth understanding of the technology, systems and software utilized within the Communications Center and significant interaction with the Information Technology Services Department, consultants, and vendors and other DOER employees providing technology support. Considerable autonomy is exercised and wide leeway is allowed for the exercise of independent judgment when carrying out the duties of the position. The CCM will supervise the work of all subordinate staff in the Communications Center and will perform all other related duties as required.

TYPICAL WORK ACTIVITIES:

- Coordinates and integrates the operation of the communications center's programs and activities with emergency management programs and agencies;
- Provides administrative oversight of the dispatch operations;
- Supervises all communications center staff;
- Analyzes, composes, and maintains performance appraisals of staff, schedules shifts, authorizes the use of leave and enforces discipline as necessary;

- Plans, organizes and directs the operation of the Communications Center, including the management of its facilities, resources, equipment and staff;
- Establishes, approves, interprets and enforces emergency communication policies, procedures and operating standards and continually evaluates system efficiency in handling requests for emergency services;
- Consults and works with emergency services providers, in conjunction with the Emergency Services Coordinator, to obtain required coordination, support and problem resolution;
- Oversees the development of training programs to ensure proficiency of Communications Center staff;
- Monitors compliance with regulatory standards and statutes to maintain required certification for system operation, and represents the Communication Center in relations with regulatory agencies;
- Prepares public informational materials regarding the Communications Center;
- Meets with public boards, organizations and the media for public dissemination of information about the Communication Center;
- Maintains knowledge of local and national trends, procedures and laws, and technology that affect the operation of the Communications Center;
- Performs the duties and tasks of Emergency Services Dispatcher or Dispatch Supervisor as required;
- Must identify and intervene in high risk behavior of subordinates;
- Reviews appraisals completed by supervisors to ensure the accuracy and thoroughness of the appraisals;
- Coordinates the routine testing, inspection and upgrades of communications equipment and systems as it relates to the Communications Center;
- Consults with the Emergency Services Coordinator and coordinates with other public safety agencies, including Police, Fire and Emergency Medical Services organizations and serves as the representative of the Communications Center boards as necessary.
- Documents and distributes through appropriate communication channels and work order processes all reported malfunctions and proposed enhancements of any technology equipment and systems used within the Communications Center;
- Provides on-going guidance and assistance to the departmental staff, the Information Technology Services Department and consultants and vendors related to the administration, maintenance, repair and upgrade of any technology equipment and systems used within the Communications Center;
- Carries out other reasonable duties assigned by the Director of the Department of Emergency Response.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of law enforcement, fire services, and emergency medical dispatching principles, practices, methods, techniques and equipment;
- Good knowledge and skill related to the operation of, and regulations governing, the proper use and configuration of emergency service communications systems, technology and equipment;
- Good knowledge of applicable State and local laws, rules and regulations governing mutual aid, disaster preparedness, disaster assistance, police procedures, alarm systems, operations standards, and emergency response and rescue operations;
- Good knowledge of the principles, practices and techniques of effective supervision;
- Good knowledge of principles, practices and methods of staff development and training;
- Good knowledge of contractual regulations and compliance as related to an employee of the Communications Center;
- Ability to plan, schedule and supervise the work of others;
- Ability to operate a wide variety of emergency communications tools and equipment requiring a high level of precision and dexterity (speed not a critical factor);
- Ability to express ideas clearly and effectively, both orally and in writing;
- Ability to prepare reports and records;
- Ability to maintain inventory and equipment;
- Ability to train new employees in the correct procedures to be utilized and the professional conduct required in the Communications Center;
- Ability to exercise good judgment, tact and courtesy in difficult, stressful situations;
- 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.

Administrative techniques and practices

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

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>.

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.â-

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