

**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

TITLE: Professional Development Coordinator (Promotional)

EXAM NO: 76581

SALARY: \$27.89 per hour - 2021 Hire Rate

EXAM DATE: 01/22/22

ISSUE DATE: 11/24/21

THE FINAL DATE TO FILE APPLICATIONS: 12/09/21

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 01/23/22

RESIDENCY WAIVED

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 Professional Development Coordinator located at the Tompkins County Department of Emergency Response. The eligible list resulting from this Promotional examination may be used to fill this vacancy or any other appropriate full-time, part-time, and/or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

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 60 months (5 years) of full-time permanent and/or contingent permanent competitive class status in the title of Dispatch Supervisor.

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

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. The candidate must be able to work a flexible work schedule (including days, nights, and weekends) in order to accommodate meetings and conduct training on all shifts.
3. Applicants 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.

4. The candidate must possess IAED Emergency Medical Dispatch Quality Assurance (EMD-Q) certification within one year of appointment, as provided by the DOER and maintain such certification for the duration of employment. The candidate must also possess APCO Instructor Level Certifications within 9 months of the date appointed to the position in the following areas: PST-1 (Public Safety Telecommunicator), CCS (Communications Center Supervisor, and CTO (Communications Training Officer).
5. The candidate must acquire and maintain knowledge and understanding of current industry practices and emerging trends.
6. The candidate must successfully complete mandatory training as required and provided by DOER.
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.
8. New hires and re-hires must pass a drug test.

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DISTINGUISHING FEATURES OF THE CLASS:

This position plans, organizes, directs and evaluates the activities of personnel for the purposes of Professional Development in the areas of Training, Quality Assurance, and Accreditation for the Department of Emergency Response's (DOER) 9-1-1 Communications Center. This position provides direct input regarding curricula, continuing education, the Communications Training Officer (CTO) program, job skill and program certifications, and public education. This position also administers the Quality Assurance process, providing compliance oversight by reviewing, documenting and evaluating levels of compliance with 9-1-1 Center directives and standards to ensure the highest levels of service to the public and emergency responders. Additionally, this position coordinates the accreditation processes by monitoring ongoing compliance with accreditation standards and requirements, ensuring that the Center is properly prepared for re-accreditation processes, appropriate development of necessary proofs of compliance, and preparing for on-site assessments and inspections by accrediting entities. The incumbent will be able to perform all functions of an Emergency Services Dispatcher (ESD) and a Dispatch Supervisor. The incumbent has considerable autonomy and works under the general supervision of the Communications Center Manager. This person will be the lead of work groups while performing training activities. The incumbent will perform all related duties as required and shall have the ability to work flexible hours consistent with the needs of the Department as it relates to the duties of the position.

TYPICAL WORK ACTIVITIES:

- Responsible for development, implementation, scheduling, instruction, supervision and maintenance of training, including but not limited to academies, in-service training programs and other training workshops/seminars;
- Conduct all case reviews per 9-1-1 Center policy, including but not limited to IAED Emergency Medical Dispatch;
- Responsible for preparing documents and maintaining all accreditations for the 9-1-1 Center, including but not limited to IAED Emergency Medical Dispatch (EMD);
- Monitors the quality of service provided by 9-1-1 Center personnel to ensure compliance with policies, procedures and accreditations;
- Responsible for maintaining thorough and accurate records, filing and appropriate distribution of all quality assurance data, reports, statistics, findings and recommendations;
- Responsible for gathering necessary data related to discovery as requested by an agency or department;
- Makes recommendations for improvements in policies/procedures and identifies training needs to include: re-medial training, in-service training, monthly training and certification training;
- Provides assistance for the planning and development of the 9-1-1 Center's training programs;
- Ensure all training documentation, including certification(s), is processed within time requirements and accurate training records are maintained;
- Oversee and Supervise the Communication Training Officers (CTOs) program;
- Possess a working knowledge of all of the 9-1-1 Center's Law/Fire/EMS service responsibilities;
- Communicate effectively with staff in order to attain the 9-1-1 Center's goals and objectives;
- Instill and maintain a professional demeanor;
- Coordinate recruitment, testing, Emergency Services Dispatcher (ESD) observations and interviewing ESD applicants;
- Coordinate public educational events in conjunction with the Community Preparedness Coordinator.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the principles and practices of conducting a staff development program;

- Thorough knowledge of public safety organizations and their products, programs, and standards including but not limited to IAED, APCO, and NENA;
- Good knowledge of proficiency measurement and testing practices;
- Ability to train new and current employees in the correct procedures to be utilized and the professional conduct required in the Communications Center;
- Ability to utilize a Computer-Aided Dispatch (CAD) system, multi-channel radio system, and multi-line telephone system;
- Ability to operate a digital recording and playback system;
- Ability to efficiently operate a personal computer;
- Ability to remain free of prejudice and bias;
- Ability to be honest, fair and objective about performance and behavior;
- Ability to express ideas clearly and effectively, both orally and in writing;
- Ability to maintain good time management practices and complete assignments in a timely matter;
- Ability to maintain a good working relationship with all Center personnel and user agencies while remaining courteous, patient, empathetic, and approachable.
- Ability to prepare reports and records;
- Ability to work with tact and courtesy;
- Ability to maintain confidentiality;
- Ability to exercise good judgment during stressful or emergency situations;
- Ability to work well under pressure and time demands;
- Good judgment, ability to work well with others, confidentiality, and tact;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

Originally created: 2/2014

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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.

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.

Basic Skills Training:

These questions test for the knowledge and abilities required to train individuals, often on a one-to one basis, who need to acquire basic information and learn to perform simple tasks. They address topics such as planning activities to promote learning, presenting information, providing guidance, and evaluating learning. These questions cover the most basic level 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.

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