

**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**

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**TITLE:** Emergency Services Coordinator

**EXAM NO:** 69343

**SALARY:** \$33.01/hr 2022 Hire Rate

**LOCATION:** Department of Emergency Response

**TYPE OF EMPLOYMENT:** Full Time

**EXAM DATE:** 01/14/23

**ISSUE DATE:** 11/10/22

**THE FINAL DATE TO FILE APPLICATIONS:** 11/25/22

**DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:** 01/15/23

**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 Emergency Services Coordinator located at the Tompkins County Department of Emergency Response. The eligible list resulting from this open competitive examination may be used to fill any 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 Bachelor's Degree in Public Health, Environmental Health, Health Education, Health Science, Nursing, Emergency Management, Human Services, Criminal Justice or field related to emergency planning **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience planning, implementing, coordinating, organizing, supervising, or administering an emergency preparedness program or agency **OR** four years leadership experience as a first responder (EMS, emergency management, fire, law enforcement) or military leadership experience; **OR**

(b) Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree (or possession of at least 60 college credit hours of study) in Public Health, Environmental Health, Health Education, Health Science, Nursing, Emergency Management, Human Services, Criminal Justice or field related to emergency planning **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience planning, implementing, coordinating, organizing, supervising, or administering an emergency preparedness program or agency **OR** six years leadership experience as a first responder (EMS, emergency management, fire, law enforcement) or military leadership experience; **OR**

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

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

**SPECIAL REQUIREMENT:**

The applicant must possess a valid New York State driver's license at the time of application and maintain such license for the duration of employment.

**DISTINGUISHING FEATURES OF THE CLASS:**

This position is responsible for assisting the Director and Deputy Director of the Department of Emergency Response in organizing, coordinating and administering a county-wide emergency response program that serves career and volunteer fire and ambulance agencies, public safety agencies and local governments. The incumbent assumes responsibilities as a Fire Coordinator and an Emergency Medical Services (EMS) Coordinator as delineated in the County, General Municipal, and Public Health Laws of New York State. The Coordinator will assist the Director and Deputy Director of the Department of Emergency Response in the preparation, distribution, instruction and implementation of all county emergency plans, including the comprehensive emergency management plan (CEMP), hazardous materials plans, and site-specific planning documents. The Coordinator shall oversee the development, maintenance and implementation of the County's Fire & Emergency Medical Services Mutual Aid Plan and coordinate responder training and the development of response plans through the county's fire and emergency medical service providers. The Coordinator is integrally involved in the management of the county's radio communications infrastructure and is responsible for the development and administration of interoperable radio communications programs, policies, and practices within the county and with regionally connected emergency communications systems. This position will coordinate efforts for training exercises and incidents involving all disciplines within emergency services (fire/ems/law enforcement). The Coordinator provides direct assistance to fire chiefs and law enforcement commanders at sites of emergency situations when needed, including providing specialized equipment and coordinating mutual aid as required. As a result, extensive travel is required. Considerable interpersonal skills are needed to instruct, advise, plan and coordinate intergroup cooperation. Internal contacts are across department or agencies within the jurisdiction and require the development and implementation of policy, programs projects and issues requiring inter-agency cooperation. External contacts can be with high-level officials and administrators and involve important issues of policy. The Coordinator is responsible for the performance of all administrative tasks associated with the emergency service program, such as agency budgeting, scheduling shifts, maintenance communication contract administration, equipment inventory and report writing. The Coordinator works under the general supervision of the Deputy or Director of the Department of Emergency Response and enjoys considerable autonomy. The incumbent may supervise the work of subordinate personnel as assigned, including instructors, evaluators and specialized team members. The Coordinator will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Evaluates, prepares, coordinates and provides advice on emergency response plans, departmental projects, and training initiatives consistent with federal, state, and local laws, regulations, standards, and policies, including General Municipal Law Sections 204 & 209, Part 800 of the Public Health Law, and local plans and ordinances;
- Prepares and supervises the preparation of a variety of response statistics, data, plans, designs, charts, records, maps and reports, including performance indicators for departmental and response programs, and analysis of demographics, response trends, emergency incidences and other community parameters;
- Oversees the development, implementation and administrations of land mobile radio and mobile data communications as these relate to intra-county response and inter-connectivity with adjacent counties and regions for the purposes of mutual aid, disaster relief and routine response;
- Is the County's primary point of contact for the development, coordination and delivery of training, certification and continuing educational programs and initiatives for fire and emergency medical services responders and additional emergency management partner agencies as assigned by the Director or Deputy Director;
- Has responsibility for the establishment, promotion, coordination and maintenance of county-wide volunteer fire and EMS recruiting activities, in cooperation with public safety agencies, community partners and authorities having jurisdiction;

- Coordinates and represents the county with service medical directors, quality assurance committees, educational institutions, and state and regional EMS authorities in the development, inculcation and review of various protocols and practices, including emergency medical dispatching procedures;
- Oversees responder compliance activities related to the National Incident Management System (NIMS), Incident Command Systems (ICS) and the Federal Communications Commission (FCC);
- Responsible for the integration of fire and emergency medical response within the CEMP structure;
- Has responsibility for administering county emergency services including updating the County Fire & EMS Mutual Aid Plan and planning fire and EMS response;
- Supports the county emergency dispatching service program, including scheduling staff and assigning shifts, training new personnel;
- Prepares emergency services program budget as assigned;
- Travels extensively to respond to working alarms and emergencies, and provides specialized equipment and assistance as needed;
- Maintains inventory of county emergency service equipment;
- Assists in communication planning of county departments and other agencies in preparing written requests and specifications for radio and equipment needs;
- Organizes, conducts, supervises and administers county-wide Fire Training Program and conducts and assists in Emergency Medical Technician Training programs.

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

- Thorough knowledge of firefighting principles, practices, methods, techniques and equipment;
- Thorough knowledge of the operation of and regulations governing emergency service communication system equipment;
- Thorough knowledge of fire, building and alarm codes;
- Thorough knowledge of applicable State and local laws, rules and regulations governing mutual aid, disaster preparedness, disaster assistance, fire training, fire inspection, building codes, and emergency response and rescue operations;
- Thorough knowledge of principles and practices of organizing and conducting a fire training program;
- Good knowledge of disaster control methods;
- Good knowledge of principles and practices of emergency service program administration;
- Ability to plan, schedule and supervise the work of others;
- Ability to prepare program budget;
- Ability to operate a wide variety of emergency service tools and equipment requiring a high level of precision and dexterity;
- Ability to express ideas clearly and effectively, both orally and in writing;
- Ability to prepare reports and records;
- Ability to maintain inventory of equipment;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

#### **Physical:**

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal, except for the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. As a result, this position requires considerable visual effort. The employee's ability to hear and communicate (verbal or written) must be adequate to enable them to understand and carry out detailed instructions. The employee must possess the knowledge and ability needed to utilize a variety of office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. Repetitive hand/finger movements are associated with the execution of the tasks delegated to this role. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity, and operating knowledge/skill or otherwise demonstrate the ability to meet the requirements of the job. The risk of personal injury is minimal.

#### **Mental:**

Mental factors include the ability to multitask and prioritize. The employee will need the aptitude to understand emergency preparedness. The employee must possess a solid intellect and a good memory. It is necessary for an employee to keep track of details. He or she must have the ability to concentrate and make logical and informed decisions. This work involves moderate demands of an unpredictable work volume, frequent interruptions, regular changes in work priority and the occasional rush order to deadline conflict.

### **Environmental:**

Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. There is some travel and networking outside of the office environment. The work generally results in minimal exposure to disagreeable conditions. The employee may occasionally work alone. Approximately 50% of the work is performed indoors in a temperature-controlled environment and the other 50% would be in a training environment. Excessive heat, cold, humidity, noise, etc., could be considered moderately disagreeable factors of this job.

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### **Ensuring effective inter/intra agency communications**

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

### **Preparing written material**

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

### **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.

### **Principles and practices of staff development and training**

These questions test for the knowledge and abilities used to develop and deliver training. They address topics such as the assessment of training needs; instructional design; training methods and techniques; the use of training aids, materials, and technology; motivation; learning theory; classroom management; the evaluation of learning outcomes; and the usage of training-related data.

### **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