



WAYNE COUNTY  
CIVIL SERVICE – HUMAN RESOURCE OFFICE

26 Church Street \* Lyons, New York 14489  
Telephone: (315)946-7483 Facsimile: (315)946-7488 Web: co.wayne.ny.us

## PUBLIC SAFETY DISPATCHER TRAINEE

<b>Examination Number:</b>	<b>63-576 O.C.</b>	<b>Use of calculators is ALLOWED</b>
<b>Examination Date:</b>	<b>Saturday, January 11, 2020</b>	
<b>Last Filing Date:</b>	<b>By close of business day on Tuesday, November 26, 2019</b>	
<b>Application Fee:</b>	<b>\$ 10.00 (Non-refundable filing fee must be submitted with completed application)</b>	

**2019 Hourly rate: \$ 17.92 (Trainee) \$20.40 (after 1yr) Applicants must be a resident of Wayne County prior to last filing date.**

This position exists within the E911 Department. The eligible list will be used to fill vacancies as they occur.

**Duties:** This is a trainee position in developing the essential knowledge and skills to function as a Public Safety Dispatcher.

**Minimum Qualifications:** Graduation from High School or Possession of a High School equivalency diploma.

**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 --

**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 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.

**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. The 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:** The candidates who fail the performance test will be permitted a retest which will be given on the same day as the original performance test.

**Waivers:** If you have passed a 911 keyboard performance test administered by a local jurisdiction in New York State within two (2) years of the written test, the performance test may be waived. If you request a waiver, you must submit verifiable evidence of qualifying. Information submitted must contain the title, location, and date of the performance test taken, as well as proof of passing.

**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>.

### **Important Information:**

**APPLICATIONS** and further information may be obtained by writing or calling in person at the WAYNE COUNTY HUMAN RESOURCES, 26 Church Street, Lyons, New York 14489 (315-946-7483). Information may also be obtained by visiting our website at [www.co.wayne.ny.us](http://www.co.wayne.ny.us)

Completed applications, which must be delivered personally or received by the close of business date indicated on announcement.

The candidate **MUST** complete and submit an Application for Examination for each examination they wish to apply for. Falsification of any part of the Application will result in disqualification. Applicants must complete every question on the application form. Incomplete applications will be disapproved. **Submission of a resume** does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement of the application and not a substitute for it. To receive credit for experience on a job, basic information such as address, name, title of supervisor, hours in a work week, final salary, etc. Must be shown on the application. We do not make any formal acknowledgement of the receipt of an application or take responsibility for non-delivery of mail or postal delay.

**APPLICATION FILING FEE:** A non-refundable filing fee must be submitted for each separately numbered examination for which you apply. Send check or money order payable to Wayne County, write the examination number on your check/money order. Cash will be accepted if returning application in person. **AS NO REFUNDS WILL BE MADE, YOU ARE URGED TO CHECK THE MINIMUM QUALIFICATIONS CAREFULLY.**

**APPLICATION FEE WAIVER:** *A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of 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. The form is available on our web site [co.wayne.ny.us](http://co.wayne.ny.us)

**RESIDENCY:** Candidates must be legal residents of Wayne County for at least ONE month immediately preceding the last filing date of the acceptance of applications. For some examinations, residency may be waived where recruitment is difficult. A municipality or district **may** exercise its right under **Section 23-4a of Civil Service Law** to request a certification of eligible candidates who have been residents of that municipality or district for at least **30 days** prior to appointment. After the names of residents have been exhausted, Wayne County must then certify the names of non-residents on the list.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICT:** 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 as involving direct contact with students, a clearance for employment from the State Education Department is required.

**FINGERPRINTING:** Background checks may be required to determine suitability for employment for all positions.

**ADMISSION LETTER:** Approved candidates will receive an "Admission Letter" by mail at least 10 days before the exam date stating -Place, date and time of the exam. Candidates will not be admitted to the exam unless they have an "Admission Letter". If you do not receive an admission letter at least 10 days prior to the examination please call the Personnel Office at (315)946-7483. Disqualified candidates will be sent a notice of disqualification.

**PUBLIC SERVICE LOAN FORGIVENESS:** College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Wayne County. Additional information is available at <http://studentaid.ed.gov/sa/sites/default/files/public-service-loan-forgiveness.pdf>

**USE OF CALCULATORS:** Unless otherwise specified on the examination announcement, candidates are permitted to use quiet hand held solar/battery powered calculators. Devices with typewriter keyboards, spell check, address books, language translators, dictionaries or similar devices are prohibited. You may not bring cellular phones, beepers, pagers, or headphones.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must complete cross filer form and notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center – cross filer form must be submitted to the Wayne County HR Dept.

**RELIGIOUS OBSERVERS - DISABLED PERSONS - ACTIVE MILITARY MEMBER:** If you need special arrangements to take this examination because of Religious Observer, Active Military Duty, or a Disabled Person and need special accommodations in order to participate in the examination, you must notify the Personnel Office on or before the last filing date of the examination. The request must be in writing and should describe the accommodations you need. Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under "Religious Accommodations." We will make arrangements for you to take the test on a different date (usually the following Monday).

**VETERANS' PREFERENCE:** Veterans or Disabled Veterans who have served on active duty during the creditable periods of war will be eligible for veteran's credits (Dates are on the back of Civil Service Application). If you desire to claim additional credits you may make application for such additional credit on the back of the application and **MUST SUBMIT A CERTIFIED COPY OF YOUR DD-214. A Veteran Credit application must be completed and submitted with completed application – Form available on website.** In order to be considered for veteran credits, the proper forms **MUST** be submitted to the Personnel Office before the eligible list is established. Veteran credits will only be added to a passing score of 70 or higher.

**PREPARATION & RATING OF EXAM:** This examination is being prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations will apply to this examination.

**ELIGIBLE LISTS:** The duration of an eligible list may be fixed for a minimum period of one and not more than four years. Appointment from an eligible list must be made from the top three candidates' will to accept appointment. **DECENTRALIZED EXAMS:** The Personnel Office reserves the right to terminate the special recruitment program at any time for decentralized examinations and re-establish a program of periodic testing for decentralized examinations.

**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.

**PROMOTIONAL EXAMINATIONS: SENIORITY POINTS** will be added to an eligible score as follows: 0.1 points for each 6 months based on the length of continuous competitive class service in the appointing jurisdiction up to a maximum of twenty years.