

Issue Date: 10/30/2023

Franklin County Personnel Department Announces

**OPEN COMPETITIVE EXAMINATION for
E-911 DISPATCHER TRAINEE #85-257**

Residency is Waived

TESTING LOCATION: FRANKLIN COUNTY COURT HOUSE

EXAMINATION DATE: 01/27/24

LAST DATE TO FILE: 12/12/23

Filing Fee: \$10.00 - Non-Refundable (See Filing Fee Section)

Make check or money order payable to: Franklin County Personnel Office

Franklin County is an Equal Opportunity Employer

Calculators are: **ALLOWED (See Calculator Section)**

County Website: www.franklincountyny.gov

If you fail to receive an admission letter at least one week prior to the exam date, please contact this office. It is your responsibility to notify this office of any address change, phone numbers, etc. by submitting a "Civil Service Notification of Change Form" to the Personnel Office.

BASE SALARY: Varies with municipality

VACANCIES: None at present, eligible list established as a result of this examination will be used to fill full-time/part-time present and future vacancies that may occur in Franklin County departments, towns, villages, and school districts under the jurisdiction of the Personnel Officer during the life of the list. Vacancies are expected to occur from time to time. Appointing authorities may give preference to legal residents of their jurisdiction when making appointments.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

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.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE:

Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.

IMPORTANT NOTE: YOUR ADDRESS MUST BE KEPT CURRENT WITH THIS OFFICE, AS NO CORRESPONDENCE WILL BE FORWARDED.

RIGHT TO REQUEST CONSIDERATION OF PROMOTIONAL EXAM: In accordance with Civil Service Law Section 51-3, any employee who believes that a promotion examination should be held for filling any vacancy in this title may submit to the Franklin County Personnel Office a request, in writing, for a promotion examination, stating their reasons why it is practicable and in the public interest to fill the vacancy by promotion examination.

**** Residency is Waived ****

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 notify each of the local jurisdictions no later than two weeks before the test date, so arrangements can be made for taking all tests at one test site. All examinations for positions in State government will be held at the State examination center.

FRANKLIN COUNTY REQUIREMENTS FOR MULTIPLE EXAMINATIONS:

If you have applied for multiple examinations for both State and/or Local, you must fill out the cross-filer application no later than two weeks before the date of the examinations, with exam titles and numbers of other than Franklin County examinations. The form is on the County Website, under Exam Announcements-Forms & General Information.

DISTINGUISHING FEATURES OF THE CLASS: This is an entry level position training in the use of radio and automatic signal equipment to dispatch personnel and equipment to fires and other emergencies, and the operation of all Emergency 911 related equipment and monitoring systems. An Emergency 911 Dispatcher must be computer literate and able to readily learn to operate radio and automatic signal devices according to established procedures. General supervision is received from the assigned chain of command. The incumbent does related work as required.

Exam announcement continued for:

E-911 Dispatcher Trainee #85-257

NOTE: Unless otherwise noted, experience credited towards meeting the minimum qualifications must be full time (30 hours per week or more) paid work experience. Volunteer or part-time experience will only be credited if specified on the exam announcement.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma.

NOTE: There will be a qualifying (pass/fail) performance test in keyboarding at a minimum acceptable rate of 20 wpm corrected. The test will be administered on a computer keyboard-no knowledge of computers or specific software is required.

SPECIAL NOTE: To advance to E-911 Dispatcher without further examination, the incumbent must complete the probationary period of an E-911 Dispatcher Trainee for Franklin County. In addition to Civil Service eligibility, the incumbent must also have a certificate for Dispatcher Training, Emergency Medical Dispatch, required State and Federal certificates, i.e. NYSPIN, and 200 hours of On the Job Training (OJT).

SERIES NAME: Public Safety Dispatcher

WRITTEN TEST: Will cover knowledge, skills and/or abilities in such areas as:

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 building maps. You will have to read and understand a set of directions and then use them on a simple map.

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.

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>.

LISTENING TEST: The written test series for public safety dispatchers will include an audio-based test for all hands-on public safety dispatchers and related titles. **It is called Retaining and comprehending spoken information from calls for emergency services.** The Listening Test uses two media: booklet(s) and audio CD. After each call is played, candidates will read questions in a test booklet and answer them on a standard answer paper.

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.

Exam announcement continued for:

E-911 Dispatcher Trainee #85-257

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 a 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: Candidates who fail the performance test will be permitted to retest which will be given on the same day as the original performance test.

WAIVERS: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within 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

CALCULATOR INFORMATION: Use of calculators is **ALLOWED**.

Candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries and any similar devices are prohibited.

FILING FEE INFORMATION: **Filing Fee of \$10.00 is NON-REFUNDABLE**

A non-refundable exam fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Payment can be made in the form of Cash, Check, Money Order or in person by Credit Card. Send cash, check or money order payable to the **Franklin County Personnel Office** with the exam number(s) and the applicant's name on the check or money order. **There will be a charge for checks returned for non-payment. Credit card payments may be processed in the Personnel Office with an additional fee applied.**

Exam announcement continued for:

E-911 Dispatcher Trainee #85-257

APPLICATION FEE WAIVER: A Waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a 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). **All claims for application fee waivers 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 close of business on the Last Date to File as listed on the Examination Announcement.**

YOU WILL NEED TO CONTACT THE FRANKLIN COUNTY PERSONNEL DEPARTMENT FOR THE REQUEST FOR APPLICATION FEE WAIVER AND CERTIFICATION FORM OR VISIT US ONLINE, UNDER EXAM ANNOUNCEMENTS-FORMS & GENERAL INFORMATION.

If your application is disapproved, the fee will not be refunded. You should carefully review the announced minimum qualifications and any residence requirements and apply only for those examinations for which you clearly qualify.

Applications (postmarked/received) after the last date for filing will not be accepted.

If you submit a personal check for payment of the application fee, and the check is returned by the bank prior to the date of examination, you may not be admitted to the examination. Should your check fail to clear the bank prior to the examination date and be returned for insufficient funds after you have sat for the examination, you may not receive a score.

The Franklin County Personnel Office does not acknowledge receipt of application and does not accept responsibility for non-delivery or postal delay.

If you fail to receive an admission letter at least one week prior to the exam date, please contact this office. It is your responsibility to notify this office of any address change, phone numbers, etc. A "Civil Service Notification of Change Form" must be completed with our office.

SEND APPLICATIONS AND FURTHER INFORMATION TO:

**Franklin County Personnel Office
355 West Main Street-Courthouse
Malone, NY 12953
Phone: (518) 481-1677 or (518) 481-1665**

GENERAL INSTRUCTIONS

APPLICATIONS

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications may be disapproved. All statements made by candidates are subject to verification.

ALTERNATE TEST DATES

Alternate examination dates may be granted for qualifying circumstances. A request for an alternate examination date must be submitted to the Franklin County Personnel Office with application for examination. A decision will be made and the candidate will be notified by the Personnel Office of the determination.

ANTICIPATED ELIGIBILITY

If successful on the examination, you will not be certified for appointment until you have submitted proof of possession of the required licensure/certificate, if required, to the Franklin County Personnel Department. This proof must be submitted when you receive your licensure/certificate or it will result in the removal of your name from the eligible list.

BACKGROUND INVESTIGATIONS, FINGERPRINTS AND FEES

Fingerprinting is sometimes required at the time of appointment. If so, you may be required to pay the processing fee. 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.

CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY

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.

CONTINUOUS RECRUITMENT EXAMINATIONS

Names of candidates from a continuous recruitment examination will be inter-filed on the continuing eligible list in rank order regardless of the date on which they took the test. Franklin County Personnel Department reserves the right to terminate the continuous recruitment program.

ELIGIBLE LISTS

Eligible lists will be established in the order of final rating for successful candidates, and will be established for a period of one - four years unless exhausted prior to that date.

HEALTH REQUIREMENTS

Candidates must be medically and physically capable of performing the essential functions of the position and may be required to take examinations to establish this condition prior to employment.

RELIGIOUS ACCOMMODATION

Candidates who, because of a religious observance or practice, are unable to compete in an examination scheduled to be held by this office, will be rescheduled. Notification must be made in writing to the Personnel Office with the examination application. The candidate will be notified by the Personnel Office of an alternate test date.

RESIDENCE

Unless otherwise stated all candidates are required to be legal residents of the County of Franklin for not less than thirty days immediately preceding the date of examination. Appointing authorities may give preference to legal residents of their jurisdiction.

TIME AND PLACE OF EXAMINATION

Accepted candidates will be notified of time and place of the examination by letter sent via US mail. You are required to bring the letter of approval for admittance. Disapproved candidates will be so notified. The Personnel Officer does not make formal acknowledgment of the receipt of an application.

VETERAN CREDITS

Veterans or disabled veterans who may be eligible for additional credit must submit an application for veteran's credit (MSD-332 VC1) form, with a copy of their military discharge papers (Form DD-214) with their application for examination or at any time prior to the establishment of the resulting eligible list. Disabled Veterans must also file two (2) copies of a Disability Record Authorization (MSD-390 9-02L (w) with Veterans Affairs. These forms are available at the Franklin County Personnel Department and must be filed within 30 days of the examination date.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No Credit may be granted after the establishment of the list.** It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

***SPECIAL NOTICE-VETERAN'S CREDIT:** Article 5, Section 6 of the NYS Constitution was amended to entitle veterans who have used non-disabled veteran credits for civil service appointment or promotion and who were/are subsequently certified as being a disabled veteran by the U.S. Dept. of Veterans Affairs, **to additional credits for a subsequent appointment or promotion.** If you believe you may be eligible for additional veteran credits as a result of this change, please contact this office, and you'll be instructed regarding how to proceed.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

WEATHER EMERGENCIES:

On the rare occasion of a weather emergency requiring cancellation of an examination, an announcement will be posted to the Franklin County Personnel Office Facebook site, announced on NCPD, WSLP, WVNV and WICY radio stations, and telephone calls attempted to each candidate as soon as practicable following the determination. The State Local Examinations Department will be consulted the following Monday morning as to a new test date; however, there is no guarantee of rescheduling the test date.

WRITTEN EXAMINATION

This written examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations which deals with the rating of examinations apply.