

Chemung County/City of Elmira Regional Civil Service Commission

PO Box 588 • 203 Lake Street • Elmira, New York 14902-0588

Examination Notice

COUNTY 911 COMMUNICATIONS CENTER COORDINATOR – OPEN COMPETITIVE

EXAM #60006300

EXAMINATION DATE

February 8, 2025

APPLICATION DEADLINE

December 20, 2024

SALARY: \$32,500/YR (Entry)

EXAM FEE: There is no exam fee.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction, excluding New York City, you must make arrangements to take all the examinations at one test site. If you have applied for both State and local government examinations, you must take all your examinations at the State examination center. You will be advised by letter when and where to report for your examinations. If you have applied for another local government examination with another local civil service agency, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

RESIDENCY REQUIREMENT FOR EXAM: Candidates must have been legal residents of Chemung County for at least one (1) month immediately preceding the date of the written test and must meet residency requirements at the time of certification from resulting eligible list. Residency is determined by the address listed on a driver's license or non-driver identification card and voter registration. Verification of these documents may be required.

PREFERENCE IN APPOINTMENT FOR RESIDENTS: At the appointing authorities' request, preference may be given to successful candidates who have been residents of the municipality or district in which appointment is to be made for at least one (1) month immediately preceding the date of certification and at the time of appointment from the resulting eligible list. FOR APPOINTMENT IN SOME JURISDICTIONS, you may be required to become a resident in accordance with law or resolution.

VACANCIES: This examination is being held to fill vacancies, as they may occur in the Chemung County Office of Emergency Management.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of an equivalency diploma and five (5) years of supervisory experience in an emergency services environment; **or**
- (B) Graduation from high school or possession of an equivalency diploma and five (5) years of supervisory experience as a member in good standing of a volunteer fire company or department duly organized under the laws of New York State as:
 - (1) Chief or Assistant Chief in a volunteer company or small fire department, or
 - (2) Battalion Chief, District Chief, Assistant Chief or Deputy Chief in a large department.

JOB DESCRIPTION: This is a part-time administrative position responsible for planning and coordinating the 911 Communications operation. The incumbent supervises employees of the communications center charged with dispatching emergency vehicles throughout Chemung County. The work is performed under the general direction of the County Executive with leeway for the exercise of independent judgment. The incumbent performs related work as required.

SUBJECT OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. 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.

2. 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.

3. 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.

4. Radio operations and dispatching procedures:

These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.

5. 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.

STUDY 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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>

PRE-EMPLOYMENT DRUG TEST/BACKGROUND INVESTIGATION: Candidates being considered for appointment may be required to pass a pre-employment drug test and/or undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to pass the pre-employment drug test or to meet the standards for the background investigation may result in disqualification.

CALCULATORS: 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, or any similar devices are prohibited.

EQUAL EMPLOYMENT OPPORTUNITY, AFFIRMATIVE ACTION EMPLOYER.

GENERAL INSTRUCTIONS

Applications: A regular application form must be filed for each separate examination. The applicant should make sure that every question is answered and that the application is complete in all respects. An incomplete application may be disapproved. There is a \$15.00 non-refundable exam fee (the fee for Uniformed Protective Services exams is \$20.00). The fee must be paid at the time the application is filed and must be paid in cash, check or money order, made payable to the Regional Civil Service Commission. There is a \$30.00 fee for returned checks with non-sufficient funds. Before filling out your application, read carefully the announcement for this examination. When completing your application be sure to enter, at the top of page 1, the examination number which identifies the examination for which you are filing. Applications postmarked after midnight of the "Last Filing Date" will not be considered eligible for this examination.

Waiver of Exam Fee: The exam fee may be waived for the following reasons:

- You are unemployed and primarily responsible for the support of your household.
- You are receiving financial assistance from the Department of Social Services. Applications and Waiver of Application Fee forms are available at the Chemung County/City of Elmira Regional Civil Service Commission, P.O. Box 588, 203 Lake Street, Elmira, New York 14902-0588. Telephone: (607) 737-2915. When submitting your waiver form, please provide proof of eligibility, such as a check stub or benefit card.

Qualification Process: Upon review of applications, candidates will either be disqualified or conditionally approved. Disqualified candidates will be afforded the opportunity to submit facts in opposition to disqualification. Statements in the applications of conditionally approved applicants may be investigated at a later date. The Regional Commission may refuse to certify an eligible after examination pursuant to Section 50.4 of Civil Service Law who is found to lack any of the established requirements for admission to the examination or for appointment to the position for which he applies. No person shall be disqualified pursuant to this subdivision unless he has been given a written statement of the reasons therefore and afforded an opportunity to make an explanation and to submit facts in opposition to such disqualification. **Minimum qualifications that require years of experience will only be considered as qualifying if it is "paid experience," Internships, and volunteer work will only be accepted if it is clearly stated in the minimum qualification section.*

Admission to the Exam: Accepted candidates will receive an admission letter which tells when and where to appear for the exam. No one will be admitted to the examination without the official admission letter. If an application is rejected, a disapproval letter will be sent to you. The Regional Civil Service Commission does NOT make formal acknowledgment of the receipt of an application; however, you should contact the Regional Civil Service Commission if you do not receive a notice within three (3) days of the examination informing you whether or not you are to be admitted to the examination.

Multiple Exams on the Same Day: Qualified candidates may take a combination of examinations being given on the same date. Prior to submitting applications for multiple exams, you may check with the Civil Service office for the maximum time allowance to complete all of the exams.

Religious Accommodation: 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 area on the examination application (page 1, C) "Religious Accommodation". We will make arrangements for you to take the test on a different date.

Veterans' Credits: Veterans and disabled veterans desiring to claim additional credit must submit veteran's credit forms prior to the establishment of the resulting eligible list. 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. Active members of the armed forces must provide proof of military status to receive conditional credit. Further information and applications are available at the Regional Civil Service Commission office.

Additional Credit for 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.

Failing Examination/Failure to Appear: Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.

Eligible Lists: Unless otherwise specified, the final rank order of the eligible list established, as a result of this exam, will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate. The resulting eligible list for this examination will remain in force for at least one (1) year and may be extended by the Regional Civil Service Commission for a maximum of four (4) years.

This examination is being 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 dealing with the rating of exams will apply to this examination.

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