



City of Saratoga Springs Municipal Civil Service Commission
474 Broadway, 3rd Floor Suite 31
Saratoga Springs, NY 12866
518-587-3550 EXT 2602
www.saratoga-springs.org
civilservice@saratoga-springs.org

EXAM ANNOUNCEMENT
PUBLIC SAFETY DISPATCHER
Exam #68-244

REISSUED: January 3rd 2022

LAST FILING DATE: January 10th 2022

EXAM DATE: January 22nd 2022

Applications must be received in the Civil Service Office by 1:00pm on the last filing date. Postmarks will *not* be accepted. A résumé will not be accepted in place of a completed application. A vague application will not be interpreted in the applicant's favor.

SALARY: 2022 \$46,680 2023 \$47,614 Evening and overnight shift differential pay listed below

LOCATION: City of Saratoga Springs City Hall – Department of Public Safety

EXAM FEE: \$15.00 Check or Money Order – Commissioner of Finance (No credit/debit cards. No cash). Fee will not be accepted after the last filing date. A separate check or money order is required for each application. Please be sure your name *and* exam # are on the check or money order. *As no refund will be made*, you are urged to compare your qualifications carefully with the listed minimum requirements. Please note: checks will not be processed until after the last filing date.

MINIMUM QUALIFICATIONS: The following qualification(s) **MUST** be met and clearly detailed on the City of Saratoga Springs application form on or before the last filing date:

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

Special Requirements

- Ability to work evenings, weekends, and holidays is a must. Shifts are 7:00am-3:00pm; 3:00pm-11:00pm (\$0.80/hour differential in pay); 11:00pm-7:00am (\$1.20/hour differential in pay). May be assigned to work religious holidays.
- To be eligible for appointment, candidates must pass a hearing and vision medical exam conducted by a Civil Service Commission appointed physician; eye and vision - visual acuity must be equal or better than 20/30 in each eye when corrected.
- **BACKGROUND CHECK:** To be eligible for appointment, each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony may bar appointment. Conviction of a misdemeanor or other offenses is subject to evaluation and may bar appointment. At the discretion of the appointing authority candidates may submit to additional screening as a term and condition of employment, including but not limited to fingerprinting and polygraph testing. The applicant will be restricted for interview/appointment if the required background packet is not submitted within the allotted time frame.

DUTIES: The position involves responsibility for operating in the communications center, at a telecommunications console, on an assigned shift in the City Saratoga Springs Police Department. Responsibilities include, but are not limited to; send and receive transmissions to emergency personnel; perform related communications activities via telephone, computer, and short wave radio. Incumbents will learn the acceptable job practices, policies, and procedures on the job. Employees must be able to function in emergency situations and take appropriate action. The work is performed under the general supervision of the assigned Communications Supervisor and/or the Officer in Charge, in accordance with established department policies. Performs related duties as required.

VACANCY: The eligible list established as a result of this examination will be used to fill any **PUBLIC SAFETY DISPATCHER** vacancies as they occur in the City of Saratoga Springs for the duration of this established eligible list.

SUBJECTS OF EXAMINATIONS: Calculators are **ALLOWED**. A written 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 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>.

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 City of Saratoga Springs reserves the right to give the performance test to only as many candidates as are needed to fill vacancies.

The tests 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.

The test consists of three (3) 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 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 of at least 97.5%.

RETEST POLICY: 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 keyboarding performance test administered by a local or state civil service agency within two (2) years of the written test, the performance test may be waived. If you request a waiver, you must provide verifiable evidence of qualifying. Information must contain the title, location, and date of the performance test taken, as well as proof of passing. This information must be stated on the local or state civil service agency's letter head.

General Conditions and Instructions for Examination Announcements

1. **Application Forms.** Applications may be obtained at the City of Saratoga Springs Civil Service Office, at the City of Saratoga Springs website at www.saratoga-springs.org, or by emailing the Civil Service Coordinator civilservice@saratoga-springs.org.
2. **Application Deadline.** City of Saratoga Springs application form will *not* be accepted after the last filing date. Post marks will *not* be accepted.
3. **Multiple Examination Form.** It is the Candidate's responsibility to make examination preparations with **each** civil service agency that they have applied to for examinations scheduled on the same date. The City of Saratoga Springs Civil Service Office must be notified at least **three (3) weeks before** the examination date. Candidates taking multiple examinations on the same day must bring the admission notices for each civil service agency to the examination site on the date of the examination. It is the candidate's responsibility to insure that all the examination numbers are on their answer sheet. The multiple examination form can be obtained in the City of Saratoga Springs Civil Service Office, or on the website at www.saratoga-springs.org.
4. **Change of Address.** You must notify the City of Saratoga Springs Civil Service Office of any change of address over the course of this established eligible list. Returned mail will not be forwarded.
5. **Special Rights for Military Personnel.**
 - **Application Filing Period Extension.** Individuals serving on active duty in the armed forces during the filing period for a civil service examination, or individuals who have been honorably discharged or released under honorable circumstances after the filing period has commenced will be permitted to file an application for examination no later than ten business days before the scheduled examination date, or the last date to file, whichever is later.
 - **Make Up Examination.** Any member of the armed forces who properly filed, within the announced filing period, an application for a competitive examination but was unable to participate in the examination due to active military service, will be provided with a special make-up examination under the terms and conditions deemed appropriate by the New York State Department of Civil Service and/or the Saratoga Springs Civil Service Commission.
6. **Examination Fee.** A fee of **\$15.00 (\$25.00 for Uniformed Services)** is required for each separately-numbered examination for which you apply. The required fee must accompany your application and will not be accepted after the last filing date. Please make the **check or money order** payable to the Commissioner of Finance. **Cash, credit cards and debit cards will not be accepted.** As **no refund will be made**, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. *If your check is returned for any reason, you will be unable to take the examination and be required to pay the \$25.00 Returned Check Fee.*
7. **Examination Fee Waiver.** The examination fee will be waived for (1) those applicants who are unemployed and primarily responsible for the support of a household; (2) those applicants who are receiving SSI or public assistance (TANF, Family Assistance or Safety Net Assistance); (3) those applicants certified as JTPA / WIA eligible. If you wish to apply for a fee waiver, you must complete the **Fee Waiver Form** and attach it to your application. *This form can be obtained at the City of Saratoga Springs Civil Service Office or on the Civil Service Department website at www.saratoga-springs.org.*
8. **Special Testing Arrangements.** If you are in need of a special arrangement or accommodation to take the examination for one of the reasons outlined below, please check the appropriate box on the Examination Application and contact the Civil Service Office at (518) 587-3550 ext. 2602.
 - **Religious Accommodations.** Most written exams are held on Saturdays. If you cannot take the exam on the announced date due to a conflict with a religious observation or practice, arrangements will be made so that you can take the examination on an alternate date.
 - **Reasonable Accommodation for Disabled Individuals.** A reasonable accommodation will be made for individuals with a disability during the application and examination process. You must provide documentation as to the accommodation you need to apply for and/or take the examination.
 - **Other Reasons.** An alternate exam date may be requested for one of the following reasons. Documentation supporting the request will be required.
 1. A death in the immediate family or household within the week preceding the exam date.
 2. Medical emergencies involving the candidate or member(s) of the candidate's immediate family.
 3. Military Orders (a copy of the orders is required).
 4. Wedding – must be a member of the wedding party or an immediate family member of the bride or groom.
 5. Vacation for which a non-refundable down payment was made before the exam announcement was issued.
9. **Notice to Appear for Examination.** Accepted candidates will be notified with an Admission Letter on when and where to appear for the examination. If an application is disapproved, due notice will be sent.
10. **Failure to Appear for Exam.** Candidates who fail to appear for the exam as scheduled will be eliminated from further consideration for this competitive examination.
11. **Use of Calculators.** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Exam Announcement will indicate whether a calculator will be allowed. Devices with typewriter keyboards, spell checkers, personal digital assistants,

address books, language translators, dictionaries, or any similar devices are **prohibited**. No Smartwatches. No Fitbits. You may not bring books or other reference material to the test site.

12. Examination Preparation and Rating. This written 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 examinations will apply to this written examination.

13. Eligible List. The minimum qualifications listed in this announcement have been approved by the City of Saratoga Springs Civil Service Commission for the purpose of evaluating a candidate's education, training and experience to determine admission to this examination. This examination is being conducted to establish a Civil Service Eligible List which will be certified to appointing authorities to fill available vacancies. Candidates whose names are certified for appointment have only met the minimum qualifications to take the examination. All candidates who pass the examination will be placed on an eligible list. Unless otherwise specified, the final rank order of the eligible list will be determined on the basis of the scores received on the written test, plus Veterans Credits and Seniority Credits where appropriate. The eligible list established as a result of this examination will be established for a minimum of one year and may be extended by the City of Saratoga Springs Civil Service Commission for a maximum of four years.

14. Application Verification and Background Checks – Statements made on the Examination Application are subject to verification. Applicants are subject to background checks. A clearance from the Commissioner of Education will be required for employment within a school district for those positions that are designated by the school district as having direct contact with students. Clearance from the Department of Criminal Justice System will be required for any positions within the City of Saratoga Springs whose duties involve contact with children.

15. Persons holding a permanent position in this title, in this department, are not eligible for admittance to this examination.

16. Veterans Credits. The following information and instructions pertain to those candidates who are claiming Veterans Credits. **Please note that Veterans Credits will not be granted after the establishment of the eligible list.**

- If you are claiming Veterans Credits as either a disabled or non-disabled veteran, you must check the appropriate box on the **Application for Examination** form and answer all questions accurately and completely. You must also complete the **Application for Veterans Credits** (obtained in the City of Saratoga Springs Civil Service Office or on the Civil Service Department website at www.saratoga-springs.org), and submit the DD-214 Discharge Papers showing that you have an honorable discharge. Failure to do so may result in a denial of your claim for Veterans Credits.
- If you are claiming credits as a disabled veteran, you must in addition to meeting the requirements as indicated on the Examination Application, be certified by the United States Department of Veterans Affairs as being disabled in the actual performance of duty in any war; that the disability is rated at ten percent or more, and that the disability exists at the time of application for appointment or promotion.
- All claims for Veterans Credits are tentative and must be verified through inspection of discharge papers and related documents prior to the establishment of the eligible list. All statements you make in support of your claim for Veterans Credits are subject to investigation and substantiation by the City of Saratoga Springs Civil Service Commission. In the event of subsequent disclosure of any material misstatement or fraud in your claim, your appointment may be rescinded and you may be disqualified from further appointment on which you have been granted additional credits as a result of such material misstatement or fraud.
- Any candidate who is currently serving in the armed forces of the United States on a full-time active duty basis, other than active duty for training, may file for Veterans Credits on an examination **prior to the list being established**.
- **Conditional Veterans Credits.** A qualified candidate receiving Conditional Veterans Credits will be restricted from certification using the credits until the appropriate documentary proof indicating that the service was in time of war and that the individual received an honorable discharge or was released under honorable circumstances has been presented. It is the candidate's responsibility to provide such proof to the City of Saratoga Springs Civil Service Office in order to have the restriction removed and be certified at a score including the Veterans Credits. Until such documentation is submitted, a candidate may only be certified with the examination score, not including the Veterans Credits.
- **Additional Veterans Credits.** Effective January 1, 2014, additional Veterans Credits may be granted to veterans who:
 1. Used Non-Disabled Veterans Credits to obtain a civil service appointment or promotion with New York State or a local government; *and*
 2. Subsequent to such appointment, are certified by the US Department of Veterans Affairs as having a service connected disability rated at 10% or more.

17. Seniority Credits (Promotional Exams Only). Seniority Credits will be added to an eligible score based on continuous permanent competitive class service in the jurisdiction holding the examination.

18. Additional Credits for Eligible Children or Siblings of Firefighters and Police Officers Killed in the Line of Duty. If you are either a child or sibling of Firefighter or Police Officer killed in the line of duty as defined in Civil Service Law Sections 85-a or b (see below), you may be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which the deceased firefighter or police officer had served. 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. **You must contact this office regarding these credits upon submission or your application for examination.**

- **Civil Service Law Section 85-a.** Children of firefighters and police officers killed in the line of duty are eligible for these additional credits.
- **Civil Service Law Section 85-b.** Siblings of Firefighters and Police Officers killed in line of duty (World Trade Center, September 11, 2001) are eligible for these additional credits. Pursuant to CSL §85-b, "killed in the line of duty" shall mean having died in the performance of duty as the natural and proximate results of participation in the rescue effort that was conducted in response to such attack.