

SCHENECTADY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Promotional Examination

Exam Title: **Senior Public Safety Dispatcher**
Schenectady County Unified Communications Center
The resulting eligible list will be used to fill vacancies as needed.

Exam Number: 70037-200

Salary Range: $60,903 - $76,180 (2026)

Last Date for Filing: December 14, 2026

Date of Examination: January 30, 2027

Duties: This is a supervisory position involving technical responsibility for assisting in the operation and training of the communication systems utilizing radio, telephone, and computer equipment to receive 9-1-1 emergency and routine calls requesting police or fire services; provides information to the public; dispatches public safety personnel and equipment in response to service requests and to organize and coordinate the activities of field units; maintains records of activities in response to service requests; and performs related work as required. The incumbent of this class must be able to function calmly in emergencies and to take appropriate action efficiently. General supervision is received from a higher-ranking member of the department. Direct supervision is exercised over all Public Safety Dispatchers.

Minimum Qualifications: (on the date of the written test)

*Candidates must be permanently employed on a full-time continuous basis in the competitive class for at least twelve (12) months as a Public Safety Dispatcher II for the Schenectady County Unified Communications Center.

* If you were permanently appointed to Public Safety Dispatcher II and had provisional service in the same title immediately preceding the permanent appointment, such provisional service may be counted towards meeting the time in title required to apply for this examination.

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Subjects of Examination: 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.

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.

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.

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 via MP3 download. 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 MP3 download will automatically play the next call. Note paper will be provided.

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Candidates will be permitted to take notes and to refer to them when answering the questions.

Radio operations and dispatching procedures

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

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.

Use of Calculators: Unless otherwise notified, 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.

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
Candidates not having access to a computer or the internet may request a copy by contacting the Schenectady County Civil Service Department using the contact information given elsewhere on this announcement or the exam application.

Applying For Civil Service Examinations In Multiple Jurisdictions When Examinations Are Scheduled On Same Date

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 notify our agency, **Schenectady County Civil Service**, of your intent to take both a state and a local government examination. When taking both a **state** and a **local** government examination you will be required to take all your examinations **at a state examination center**. You must complete a **cross-filer form** indicating what exams you have applied for and we will notify New York State Civil Service of your intent. You will be advised when and where to report for your examinations.

If you have applied for more than one **Local Government Examination** with more than one **Local Civil Service Agency**, you must notify each civil service agency to make arrangements. Schenectady County has a **cross-filer form** which you must complete. You must make your request for these arrangements no later than **two weeks** before the date of the examinations. On the cross-filer form you will indicate all exams you have signed up to take

and the location you wish to be tested at. If you have questions regarding this examination call (518) 388-4233 or write to Schenectady County Civil Service Commission, 620 State Street, Schenectady, NY 12305.

Note: Employment within a Schenectady County Department may be subject to pre-employment drug testing.

You are encouraged to read the General Conditions and Instructions Attachment.

Date Released: 11/17/26

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Schenectady County Civil Service Examinations

General Conditions and Instructions

1. **Application Forms**. Applications may be obtained at the Schenectady County Civil Service Office or on the Civil Service Department website at www.schenectadycountyny.gov. Candidates will be notified of the time and place of the examination.

2. **Application Deadline**. Applications postmarked after midnight of the last filing date will not be considered eligible for this examination.

3. **Change of Address.** You must notify the Civil Service Office of any change of address.

4. **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 discharged with other than a dishonorable discharge 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 Schenectady County Civil Service Commission.

5. **Examination Fee**. No examination fee will be collected for all examinations held in 2027. All examination fees are being covered by the Schenectady County Legislature. 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.

6. **2027 Examination Fee Waiver Form**. Even though examination fees will be waived for 2027, those applicants who are unemployed and primarily responsible for the support of a household, those applicants who are receiving SSI or public assistance (TANF, Family Assistance or Safety Net Assistance), or those applicants certified as JTPA / WIA eligible must complete the **Fee Waiver Form** and attach it to your application. This form can be obtained at the Civil Service Office or on the Civil Service Department website at www.schenectadycountyny.gov.

7. **Special Testing Arrangements**. If you are need 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) 388-4531.

   - **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 Individuals with a Disability**. 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.

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- **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.
  6. If an employee of the Unified Communications Center and mandated to work during the exam or mandated to work the shift immediately prior to the exam. Sufficiency of proof is at the discretion of the Civil Service Office. Employees must agree to take the exam prior to returning back to work after the exam has been given and have no exposure to exam material, other candidates who have taken the exam, and have no other members of their household also taking the exam.

8. **Notice to Appear for Examination**. Accepted candidates will be notified when and where to appear for the examination. If an application is disapproved, due notice will be sent.

9. **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.

10. **Use of Calculators**. Unless otherwise notified, 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.** You may not bring books or other reference material to the test site.

11. **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.

12. **Eligible List**. The minimum qualifications listed in this announcement have been approved by the Schenectady County 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 four years, but may expire after one year if superseded by a new list.

13. **Application Verification and Background Checks** – Statements made on the Examination Application are subject to verification. 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.

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

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15. **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 Schenectady County Civil Service Office or on the Civil Service Department website at www.schenectadycountyny.gov), 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 Schenectady County 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 Schenectady County 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 <u>Non-Disabled</u> 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.

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16. **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. Service would be credited up to and including the date of examination as follows:

No. of Years	Credits	No. of Years	Credits	No. of Years	Credits
Less than 1 year	0	6 to 10 years	2	16 to 20 years	4
1 to 5 years	1	11 to 15 years	3	21 to 25 years	5

Each additional 5 years will be credited 1 point in accordance with the above schedule.

17. **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.