



RENSSELAER COUNTY
CIVIL SERVICE COMMISSION
Opportunities in the Public Service
OPEN COMPETITIVE EXAMINATION

ACCEPTING ONLINE APPLICATIONS ONLY

Click [here](#) or visit <https://rensco-portal.mycivilservice.com> to apply online.

EXAM NUMBER: 66-855

EXAM TITLE: COMMUNICATIONS OFFICER

EXAM DATE: JANUARY 27, 2024

LAST FILING DATE: DECEMBER 15, 2023

NON-REFUNDABLE \$20.00 APPLICATION FILING FEE MUST ACCOMPANY EACH APPLICATION. APPLICATIONS SUBMITTED ONLINE MUST BE PAID BY CREDIT CARD AT TIME OF FILING.

COMMUNICATIONS OFFICER, Rensselaer County. The resulting eligible list will be used to fill vacancies as they occur.

SALARY: \$43,074.60 – Training rate
\$52,388.17 – Base rate (Upon completion of training)

RESIDENCY REQUIREMENTS: Candidates must have been legal residents of Rensselaer County for at least four (4) months immediately preceding the date of examination and at time of appointment.

TYPICAL WORK ACTIVITIES:

- Answers and processes telephone calls from individuals in need of fire, rescue, medical and/or law enforcement services;
- Interrogates callers to obtain required and pertinent information for dispatching of emergency services;
- Provides pre-arrival instructions to callers (EMD) reporting medical emergencies pursuant to established protocol;
- Enters retrieved data manually onto required paper forms and electronically into the Computer-Aided Dispatch System (CAD) via keyboard;
- Records and maintains documentation of incidents received in the Communications Center;
- Utilizes computer databases by keyboarding to access and retrieve or record data and information;
- Maintains continuous status and location records of personnel deployed in the field;
- Checks the operation of related telephone equipment to insure the continuity of service;
- Contributes to and participates in the team effort of training new personnel, cross-training of veteran personnel, and the continuing training of all personnel;
- Practices proper telephone etiquette using appropriate terminology in a calm and professional manner;
- Receives incoming calls from telephone, radio, teletype, fax, computer, TDD, alarm panel, and services such messages to appropriate public safety personnel;
- Operates computer-controlled radio equipment to dispatch emergency services agencies;
- Maintains understanding of and familiarity with Center policies and procedures, County Personnel rules and regulations, and Federal, State and County laws pertaining to the Freedom of Information Act, Privacy Act, and the release of criminal history;
- Transmits teletype messages to various departments or outside agencies as required;
- May operate a variety of office machines, phone systems, and various computer equipment;
- Performs clerical duties related to the job.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a New York State high school equivalency diploma; **or**
- B. One (1) year of experience involving computer-aided dispatch of emergency services.

SUBJECT 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 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.

THE USE OF CALCULATORS IS ALLOWED.

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>.

GENERAL INFORMATION

1. Each candidate must complete an application form and file it with the Rensselaer County Civil Service Commission, County Office Building, 99 Troy Road, East Greenbush, New York 12061. Applications should be filed as soon as possible after the announcement of the examination. Applications must be submitted online using the Civil Service Portal located on the Rensselaer County website at www.rensco.com. **BE SURE EVERY QUESTION IS ANSWERED. SUBMISSION OF A RESUME INSTEAD OF A COMPLETED APPLICATION IS UNACCEPTABLE. AN INCOMPLETE APPLICATION MAY BE DISAPPROVED.** Please contact out office if you are unable to complete the online application process.
2. Accepted candidates will be notified by email when and where to appear for examination. No one will be admitted to the examination without the official admission notice. If an application is rejected, you will be notified in writing. The Civil Service Commission does not make formal acknowledgment of receipt of an application. **Email the Civil Service Office if you have not received your notice three (3) days prior to the date of examination. Send emails to: civilservice@rensco.com.**
3. Unless otherwise stated, all candidates are required to be legal residents of Rensselaer County for four (4) months immediately preceding the date of examination. Appointing authorities may give preference to legal residents of their jurisdiction. (Candidates who are not residents of Rensselaer County but live within the geographical boundaries of a governmental agency under the jurisdiction of the Rensselaer County Civil Service Commission will be considered residents for examinations held to fill positions in that governmental agency.)
4. **SENIORITY CREDITS-(PROMOTIONAL EXAMS ONLY)** will be added to an eligible score as follows: Using as a basis six (6) months of continuous permanent or contingent permanent service in the jurisdiction for which the eligible list is being established as an equivalent to 0.1. No seniority credit will be allowed for service in excess of twenty (20) years.
5. For purposes of claiming veterans credits on a Civil Service examination, an applicant must have received an honorable discharge and have served in the armed forces of the United States at any time during the following periods:

December 7, 1941 to December 31, 1946	June 1, 1983 to December 1, 1987*
June 27, 1950 to January 31, 1955	October 23, 1983 to November 21, 1983
December 22, 1961 to May 7, 1975	December 20, 1989 to January 31, 1990*
August 2, 1990 to end of such hostilities	

*Credit for Lebanon, Grenada and Panama will be limited to those who receive the armed forces expeditionary medal, the navy expeditionary medal or the Marine Corps expeditionary medal. Veterans wishing to claim additional credit on the examination must make claim when filing application. All veterans making application for additional credit must file a Photostat copy of their discharge papers with applications. A candidate who fails to establish, by appropriate documentary proof, his eligibility to receive additional credit by the time an eligible list is established, shall **not**, thereafter be granted additional credit on such 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 examination. 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 prove appropriate documentary proof indicating that the service was in time of war, 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.

6. 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 (10) points in a competitive examination for original appointments 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 (2) months from 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.
7. 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 dealing with the rating and review of examinations will apply. **VERIFICATION OF QUALIFICATIONS** may be investigated and candidates may be called for an interview to determine whether they are qualified for appointment. You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.
8. Eligible lists will be established in order of final rating for successful candidates and will be established for a period of four (4) years or until the establishment of an appropriate new list.
9. **NOTICE TO CANDIDATES**: Unless otherwise notified, candidates are permitted to use quiet, hand-held solar or battery powered calculators. Cell phone calculators are not permitted. Devices with typewriter keyboards, spell-check, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.
10. **APPLICATION FEE**: A **non-refundable** fee of \$20.00 is required for each separately numbered examination for which you apply. Certain examinations will require a \$30.00 filing fee. **The required examination fee listed on pg.1 of this announcement must be paid online at time of filing each application.** 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.
11. **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) 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, you must complete a "Request for Application Fee Waiver and Certification" form **and provide the required documents with your application** by the application deadline as listed on the Examination announcement. The Examination Fee Waiver Request and Certification Form is available at time of submitting your online application. Application Fee Waiver and Certification Forms **WILL NOT** be accepted after the last filing date of an examination or without the required documentation.
12. **Religious Accommodations**: 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 appropriate box under "Religious Accommodations" on your application. We will make arrangements for you to take the test on a different date.

RENSSELAER COUNTY CIVIL SERVICE COMMISSION IS AN EQUAL OPPORTUNITY EMPLOYER.