

**Albany Municipal Civil Service Commission
City Hall Room 301
Albany, New York 12207
Telephone: (518) 434-5049**

PLEASE POST CONSPICUOUSLY

AN OPEN COMPETITIVE EXAMINATION FOR DISPATCHER, EXAM #68-565

FILING FEE: \$7.50 NON-REFUNDABLE filing fee for each application submitted. Make check or money order payable to the **Albany City Treasurer**. *Include exam number and last four (4) digits of your social security number on the check.*

TO BE HELD: Saturday, February 6, 2010. Candidates will be notified by mail of time and location.

LAST FILING DATE: Applications must be received no later than Friday, December 11, 2009.

Individuals who are on military leave or recently discharged from military service are permitted to file for an examination up to ten days prior to the examination.

VACANCY: Resulting eligible list to be used to fill vacancies in the Albany Housing Authority or City of Albany.
**Should this position be created in the Albany Public Library and/or Albany School District, this resulting eligible list will also be used to fill future vacancies.

SALARY RANGE: \$15.81/hour – City of Albany
\$33,074/Annual – Albany Housing Authority

DUTIES OF THE POSITION: Receives, transmits and records radio and telephone messages. This is a responsible, semi-skilled position on an assigned shift involving the accurate receiving, logging and transmitting of radio and telephone messages pertaining to the activities of the department or unit where the position exists. Incoming and out-going messages are recorded and logged. Work is performed under general supervision in accordance with established rules and procedures. Employees in this class must exercise good judgment in responding to emergency situations. Supervision generally is not a responsibility of employees in this position.

MINIMUM QUALIFICATIONS: Candidates must meet the minimum qualifications by the date of the examination.

- (A) Graduation from high school or possession of a high school equivalency diploma; **OR**
- (B) One (1) year of full time paid experience in the operation of communications equipment; **OR**
- (C) Any equivalent combination of training and experience.

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.

APPLICATION AND A COPY OF THIS ANNOUNCEMENT MAY BE SECURED AT THE ABOVE ADDRESS OR AT THE CITY OF ALBANY WEBSITE: <http://www.albanyny.gov>

GENERAL INSTRUCTIONS TO APPLICANTS

#1 AGE LIMITS:

Unless otherwise specified in the examination announcement, there are no age restrictions. However there may be statutory restrictions on your employment if you are under 40 or over 70 years of age.

#2 APPLICATION FORMS:

Forms can be obtained by visiting the:

Civil Service Commission

City Hall Room 301

Albany, New York 12207

Phone: (518) 434-5049

<http://www.albanyny.gov>

A standard application must be filed for each examination. The applicant should be certain that every question is answered and that the application is complete in all respects, including the title of the examination.

#3 VETERAN'S CREDITS:

For the purpose of claiming veteran's credits on a civil service examination, an applicant must have been honorably discharged or released under honorable circumstances after serving on active duty with the armed forces of the United States during time of war.

Disabled and non-disabled veterans who establish eligibility for additional credits and are successful in the examination are entitled to have 10 and 5 points, respectively, (5 and 2.5 points in the case of promotional examinations) added to their earned scores, provided they have not used such credits to obtain permanent appointment or promotion. Veterans may determine to waive the use of their credits at any time up to the time of permanent appointment or promotion.

#4 TRANSCRIPTS:

Whenever college transcripts or diplomas are requested, they should be submitted with the application for the examination or as soon thereafter as possible BEFORE the examination.

#5 ADMISSIONS TO EXAMINATION:

The Commission does not acknowledge receipt of applications but all applicants are notified of the disposition of their applications. Approved candidates will be notified at least four days in advance of the place, date and hour of the examination. Applicants who have not received notice by this deadline should contact the office of the Commission.

Every candidate should bring his or her notice to appear, social security number and photo ID to the examination. Do not interpret a notice to appear for, or an actual participation in, the examination to mean

that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made in the application. These statements may not be verified until after the examination has been held. Those candidates not meeting the requirements are disqualified at that time.

Inquiries may be made as to character and ability of candidates. All statements made by candidates in their applications are subject to verification.

#6 SATURDAY SABBATH OBSERVERS & HANDICAPPED PERSONS:

If special arrangements for testing are required, indicate this on your application form.

#7 RATINGS REQUIRED:

This examination will be prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations, will apply to this examination.

#8 MEDICAL EXAMINATIONS:

Candidates may be required to have a medical examination to determine if they are physically capable of performing the duties of the position.

#9 ELIGIBLE LISTS:

Eligible lists are established for a minimum duration of one year but may be extended by the Commission before expiration, for a total of no more than four years.

Changing conditions may make it necessary to certify to future vacancies at higher or lower salaries than those originally announced.

#10 CHILDREN OF POLICE/FIREFIGHTERS KILLED ON DUTY CREDITS:

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.

**FILE YOUR APPLICATION IMMEDIATELY
AN EQUAL OPPORTUNITY EMPLOYER**

RESIDENCE: Candidates must have been legal residents of Albany, Columbia, Greene, Rensselaer, Saratoga, Schoharie or Schenectady County for at least thirty (30) days immediately preceding the date of the written examination.

***Preference in appointment may be given to successful candidates who have been legal residents of the City of Albany for at least thirty (30) days immediately preceding the date of the written exam.

*****RESIDENCY REQUIREMENTS**

- 1) An applicant for competitive examination must be a legal resident on the date of the examination and must have been a legal resident of the City of Albany for at least thirty (30) days immediately preceding the date of such examination, unless otherwise mandated by law. This residence requirement may be suspended or reduced by the Commission in cases where recruitment difficulties make such requirement disadvantageous to the public interest.
- 2) When preference in certification is given to residents of the City of Albany, in order to be included in certification as a resident of such municipality an eligible must be a legal resident on the date of the examination and must be a legal resident of the City of Albany at the time of certification and at the time of appointment.

SCOPE OF THE EXAMINATION

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

1. Providing good customer service

These questions test for the ability to provide effective customer service. Questions will cover such topics as understanding and responding to customers with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the customer and reflects well on your agency.

2. 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.

3. Use and operation of microcomputers and related peripheral equipment

These questions are designed to test for technical knowledge and concepts relevant to the operation of a microcomputer and associated peripheral equipment for word processing, spreadsheet analysis, data base management, data communications and other applications. The questions asked are not specific to any vendor or any model of microcomputer.

4. Office record keeping

These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.

5. Operation of two-way radios including procedures and terms

These questions test for knowledge of the principles and practices involved in the operation of a two-way radio and may include such areas as the proper procedures to use when operating a two-way radio, and the standard terminology used when transmitting and receiving messages over a two-way radio system.

NOTE: Candidates are **ALLOWED** to use a quiet, hand-held, solar or battery powered calculator. Devices with typewriter keyboard, spell checkers, personal digital assistants, address books, language translators, dictionaries or any other similar devices are prohibited. **YOU MAY NOT BRING HIGHLIGHTERS, FIREARMS, BOOKS OR OTHER REFERENCE MATERIAL TO THE TEST.**

CROSS-FILER STATEMENT: If you have applied for other Civil service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site.

If you have applied for both State & Local government examinations, you must make arrangements to take all of your examinations at the STATE examination center by calling (518) 474-6470 no later than 14 days before the test date.

If you have applied for other local government examinations, call or write to each Civil Service agency to make arrangements. You must make your request for these arrangements no later than 14 days before the date of the examination. You must notify all local government Civil Service agencies with which you have filed an application of the site where you wish to take your examinations. A cross-filer application must be completed for City of Albany examinations.

VETERAN'S CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score on the examination.

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 was in time of war, as defined in Section 85 of 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.

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, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. "Request for Application Fee Waiver and Certification" forms may be obtained at the Albany Municipal Civil Service Commission Office: Albany City Hall Room 301, Albany, New York 12207**