

**NEW YORK STATE POLICE  
EXAMINATION FOR  
COMMUNICATIONS SPECIALIST (STATE POLICE), SG-12**

OPEN COMPETITIVE EXAM #66079    PROMOTIONAL EXAM #73218

STARTING SALARY - \$43484 – UNDER CURRENT BARGAINING UNIT AGREEMENT

WRITTEN TEST TO BE HELD ON **SATURDAY, JANUARY 11, 2020**

APPLICATIONS MUST BE POSTMARKED NO LATER THAN **NOVEMBER 26, 2019**

Although a departmental examination is being held it is expected that additional appointments will be made as a result of the examination. Positions are available statewide. The New York State Police will establish two lists, a promotional list for current employees and an open-competitive list for non-State Police employees. Appointment will be made at the Trainee 1 level and appointee can advance after one year of successful training to \$38875 at the Trainee 2 level. After the second year of successful training, appointee can advance to \$43484 at the full performance level. It should be noted that prior experience may allow hiring at the Trainee 2 or full performance level. Verification of prior Public Safety Dispatcher\* experience will be required prior to appointment. Appointees will work a 40-hour workweek, rotating shifts and have varying days off, including weekends and holidays. Communications Specialists (State Police) are responsible for all radio communications within Troop jurisdiction. They regularly use data terminals and telephone; perform file checks; transmit information; handle complaints and requests for assistance. They send messages and maintain files on messages received and sent to New York State Police Information Network Terminals. The duties of this position are often carried out under stress in a busy work environment.

\*Experience as a Public Safety Dispatcher shall be defined as employment by a municipality for which the required duties include, but are not necessarily limited to, complaint reception from the public received via telephone [911 and/or published emergency numbers] and direct radio dispatch to Police, Fire or EMS personnel, or any combination thereof.

**SUBJECTS OF EXAMINATION:** There will be a **written test** and a **performance test**. If you pass the written test and are being considered for appointment, you will be required to pass the performance test. You must pass both tests to be eligible for appointment. (See "Waiver of Performance Test" below). Only passing scores on the written test will be considered when computing final scores.

**Scope of Written Test:** The **written test** is designed to test for knowledge, skills and/or abilities in such areas as:

- **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.

- **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.
- **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.
- **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.
- **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.

**Scope of the Performance Test:** If your written test score becomes reachable, you may be considered for an appointment upon passing a PERFORMANCE TEST. This test will be conducted at the Troop Headquarters within the jurisdiction of your residence. You will be contacted for further instructions concerning this test. The test will be administered on a personal computer (PC). It consists of three parts, each preceded by a separate practice session. You will be using a conventional PC keyboard, but you will not be using a mouse. This performance test will test your ability to enter the basic kinds of information that Communications Specialists and related personnel must process in fire services, emergency medical services (EMS), and police services settings. In order to pass the test, you must enter the data at a rate of at least 6,000 keystrokes per hour (which is the same rate as typing 20 words per minute) with an accuracy rate of at least 97.5%.

**Waiver of Performance Test:** If you have passed an emergency dispatcher's keyboard performance test provided by the New York State Department of Civil Service

for the Thruway Authority and any local jurisdiction in New York State within the last five years, you may be entitled to have the performance test waived. You will need to request the waiver from the agency/jurisdiction where the test was administered when you are contacted to appear for the performance test. You will be required to submit verifiable evidence of a qualifying performance test which must include the title, location, and the date of the performance test.

**Retest Policy:** Candidates will be offered two opportunities to pass the performance test. If they fail in their first attempt, they will be given the opportunity to be retested immediately.

To be eligible, candidates must achieve a passing score of 70% on the written examination. Successful candidates must submit to a background investigation before appointment; conviction of a felony may bar appointment.

### **Minimum Qualification to participate in the exam:**

**Open-Competitive:** Possession of a high school diploma or high school equivalency diploma.

**Promotion:** Current State Police employees serving in a permanent position allocated SG-6 or higher.

**How To Apply/Application Fee:** Complete the attached application and return prior to **November 26, 2019**, to the Civilian Testing Section, New York State Police, 1220 Washington Avenue, Building #22, Albany, New York 12226-2252. You must file a completed application in order to be eligible to take the written examination. A non-refundable processing fee of \$5.00 must accompany your application. Send a MONEY ORDER (only) payable to "Superintendent – New York State Police" and write "Communications Specialist Exam" and the last four digits of your Social Security Number on the face of the money order. Please do not send personal checks and do not send cash. The New York State Police accepts no responsibility for fees sent in cash. This fee is non-refundable. Applications containing personal checks or cash will be rejected and returned. You will be advised of the time and place of the examination and be provided with an admission notice.

**Waiver of Fee:** An exception to the fee requirement may be made ONLY for persons receiving SUPPLEMENTAL SOCIAL SECURITY payments, public assistance (HOME RELIEF or AID TO DEPENDENT CHILDREN), provided FOSTER CARE, certified under the JOB TRAINING PARTNERSHIP ACT through a state or local social security agency, or for those who are unemployed and primarily responsible for the support of a household. Pursuant to agreements between the State of New York and the Civil Service Employees' Association, Inc., CSEA Union-represented State employees fees are waived. PLEASE NOTE: Waiver extended to cover CSEA-represented employees who are laid off up to one year.

**Instructions For Letter Requesting Waiver of Fee:** Individuals requesting a waiver of fee MUST ATTACH TO THEIR APPLICATION a letter, addressed to the Civilian Testing Section, New York State Police, requesting such waiver. Those who request a



Armed Forces are defined as the Army, Navy, Marine Corps, Air Force, Coast Guard, and all components thereof and the National Guard, and having served on a full-time active duty basis other than active duty for training purposes.

**Disabled Veteran:** In order to qualify for disabled wartime veteran's status, an eligible veteran **MUST**, in addition to meeting the above criteria:

- be certified by the U. S. Veteran's Administration as entitled to disability payments for a disability incurred while serving in the U. S. Armed Forces (see definition above) during the period specified above; **and**,
- have his or her disability rated by the U. S. Veteran's Administration at 10% or more; **and**
- have the disability at the time of application for appointment.

**Credits:** the credit of five (5) points for non-disabled veterans and ten (10) points for disabled veterans is applied to the final score of passing candidates being placed on the eligible list. Eligible candidates should indicate intention to claim such credit in the appropriate place on the application form and **submit a legible copy of their DD-214 (Separation Papers) with the application. The DD-214 must show the type of discharge.**

**Calculators:** 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 will **not** be permitted to use the **calculator** function of your **cell phone**.

### INFORMATION FOR CANDIDATES

Saturday religious observers applying for the examination which have written tests scheduled to be held on Saturday and who need special testing arrangements must note this on their application.

In addition, it is the policy of the New York State Police, in accordance with the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to receive benefits, services, programs and activities of the Division. It is the policy of the New York State Police to provide such persons with reasonable accommodations and reasonable modifications as necessary to enjoy equal opportunity. Persons with disabilities who require an accommodation to participate in the examination must note this on their application. Any questions should be directed to (518) 457-3840.

**CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE:**

Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.

