



THE CITY OF NEW YORK
 DEPARTMENT OF CITYWIDE
 ADMINISTRATIVE SERVICES
 APPLICATION UNIT
 1 CENTRE STREET, 14th FLOOR
 NEW YORK, NY 10007

REQUIRED FORMS
APPLICATION FORM

MICHAEL R. BLOOMBERG
 Mayor

MARTHA K. HIRST
 Commissioner

NOTICE OF EXAMINATION

PROMOTION TO SUPERVISING POLICE COMMUNICATIONS TECHNICIAN

Exam No. 0522

WHEN TO APPLY: From: January 6, 2010
 To: January 26, 2010

APPLICATION FEE: \$45.00
 Payable by mail by money order to D.C.A.S. (EXAMS) or payable online by credit card, bank card, or debit card.

THE TEST DATE: The multiple-choice test is expected to be held on **Saturday, May 1, 2010.**

WHAT THE JOB INVOLVES: In the Police Department, under general supervision, with some latitude for the exercise of independent judgement, action and initiative, Supervising Police Communications Technicians supervise and direct E-911 calltakers, radio dispatchers and personnel performing clerical, administrative and other duties related to the provision of emergency service; perform difficult and responsible work in the evaluation of priority designations; interact with the public, other agencies and Police Department personnel; perform training as required; conduct investigations, write reports and issue command disciplines; make roll call changes and monitor operations during tour changes; initiate alerts or backlogs when supervising radio operations; evaluate subordinates and monitor their performance; and perform related work.

Supervising Police Communications Technicians are required to work various tours around the clock, including Saturdays, Sundays and holidays, and are required on occasion to work overtime tours depending on the needs of the department.

Some of the physical activities performed by Supervising Police Communications Technicians and environmental conditions experienced are: periodically wearing a headset while monitoring calltakers and dispatchers; typing information into the computer using a computer keyboard; giving instructions to a continuous flow of calltakers and dispatchers under stress; listening carefully to clearly understand emergency information; making responsible judgements where timing is critical; speaking with the public, when required, and making continuous telephone notifications to units within the department and outside agencies.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY: The current minimum salary is \$43,648 per annum. This rate is subject to change.

HOW TO APPLY: If you believe you are eligible to take this examination, you must submit an application using one of the following options:

1. **Online at the DCAS WEBSITE:** Go to the Online Application System (OASys) at www.nyc.gov/examsforjobs and follow the onscreen application instructions for electronically submitting your application and completing any required forms. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets.
2. **By mail:** Fill out an "Application for Examination" form and return the completed form and the application fee to DCAS Applications Unit, 1 Centre Street, 14th floor, New York, NY 10007.

DCAS will not accept applications in person from candidates.

Special Circumstances Form: This form is included in the application package and located online at the above DCAS website. It gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances form that pertain to you when you complete your Application for Examination.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

ELIGIBILITY TO TAKE EXAMINATION: This examination is open to each employee of the Police Department who **on the date of the multiple choice test:**

1. is permanently (not provisionally) employed in or appears on a Preferred List (see Note, below) for the title of Police Communications Technician; and
2. is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

If you do not know if you are eligible, check with **your agency's personnel office.**

You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If you are marked "Not Eligible," your application fee will not be refunded.

ELIGIBILITY TO BE PROMOTED: In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least eighteen months.

THE TEST: You will be given a multiple-choice test. You must achieve a score of at least 70% to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus ½ point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The multiple-choice test is designed to assess the extent to which candidates have certain abilities and technical knowledge determined to be important to the performance of the tasks of a Supervising Police Communications Technician Level I. Task areas to be tested are as follows: Routine Administrative Paperwork - Schedules, Forms, Reports and Logs; Functioning, Operation and Inspection of Equipment; Interactions with Other Supervisors, Other City Agencies and Other Departments; Evaluation, Counseling and Discipline of Personnel; Supervision, Instruction and Operational Responsibilities

The test may include questions which require mastery of technical knowledge based on the E-911 Calltakers Guide and the Radio Dispatchers Guide as they pertain to knowledge of Police Department Rules and Regulations regarding operating procedures; equipment operating procedures; specific incident/procedures for ACD and radio dispatchers, radio dispatching procedures; appropriateness of actions and handling of jobs; procedures when problems occur; standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978, as amended; and other related areas.

The test may also include questions which require the use of any of the following abilities:

Written Communication: Clear expression of ideas in writing and use of good grammatical form.

Planning and Organizing: Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignment of personnel and appropriate allocation of resources.

Delegation: Utilizing subordinates effectively; allocating decision making and other responsibilities to the appropriate subordinates.

Management Control: Establishing procedures to monitor and/or regulate processes, tasks, or activities of subordinates and job activities and responsibilities; taking action to monitor the results of delegated assignments or projects.

Development of Subordinates: Developing the skills and competencies of subordinates through training and development activities related to current and future jobs.

Organizational Sensitivity: Action that indicates an awareness of the impact and implications of decisions on other components of the organization.

Sensitivity: Actions that indicate a consideration for the feelings and needs of others.

Analysis: Identifying problems, securing relevant information, relating data from different sources, and identifying possible causes of problems.

Judgment: Developing alternative courses of action and making decisions based on logical assumptions that reflect factual information.

Decisiveness: Readiness to make decisions, render judgments, take action or commit oneself.

Work Standards: Setting high goals or standards of performance for self, subordinates, others, and organization. Dissatisfied with average performance.

Behavioral Flexibility: Modifying one's approach to most effectively meet the needs of the situation.

Technical Translation: Demonstrating knowledge of the meaning of technical/professional terminology used on the job.

Note: You are not permitted to enter the test site with calculators, cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you are found to be in possession of any of these devices, your test score may be nullified, you may not receive your test results and your application fee will not be returned.

ADMISSION CARD: You should receive an Admission Card in the mail about 10 days before the date of the test. If you do not receive an Admission Card at least 4 days before the test date, you must go to the Examining Service Section, 1 Centre Street, 14th floor, Manhattan, to obtain a duplicate card.

THE TEST RESULTS: If you pass the multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Selective Certification for Spanish: If you possess the ability to speak Spanish, you may be considered for promotion to positions requiring this ability through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this ability. Follow the instructions given to you in the multiple-choice test booklet on the day of the test to indicate your interest in such Selective Certification. This requirement may be met at any time during the duration of the list. If you meet this requirement at some future date, please submit documentation by mail to: DCAS Bureau of Examinations - USEG, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

SPECIAL ARRANGEMENTS:

Late Filing: Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

1. you are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
2. you become eligible after the above application period but on or before the date of the multiple-choice test.

Make-up Test: You may apply for a make-up test if you cannot take the test on the regular test date for any of the following reasons:

1. compulsory attendance before a public body;
2. on-the-job injury or illness caused by municipal employment;
3. absence for one week following the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner;
4. absence due to ordered military duty; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the Examining Service Section, 1 Centre Street, 14th floor, New York, NY 10007, in person or by certified mail as soon as possible and provide documentation of the special circumstances.

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available in the Application Unit of the Division of Citywide Personnel Services, 1 Centre Street, NY, NY 10007.

The City of New York is an Equal Opportunity Employer.
Title Code No. 71013; Police Communications Technician Occupational Group

**For information about other exams, and your exam or list status, call 212-669-1357.
Internet: nyc.gov/dcas**