



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

EDNA WELLS HANDY
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO PRINCIPAL POLICE COMMUNICATIONS TECHNICIAN
Exam No. 1519

WHEN TO APPLY: From: February 2, 2011 **APPLICATION FEE: \$68.00**
To: February 22, 2011 *If you pay online by credit card, bank card or debit card, you will receive a \$5.00 discount.*

THE TEST DATE: The written test is expected to be held on **Saturday, May 14, 2011.**

WHAT THE JOB INVOLVES: At Assignment Level I, under supervision, with latitude for independent initiative, judgement, and decision-making, Principal Police Communications Technicians perform responsible supervisory and administrative duties, including serving as Borough Coordinator. They supervise, direct, and coordinate the efficient and effective delivery of 911 Emergency System services with overall responsibility for activities at the Borough level; supervise Supervising Police Communications Technicians; oversee and direct the preparation of daily work schedules and assignments; assist in the clearing of alerts and backlogs and ensure that priority calls are processed; train and evaluate personnel; prepare reports and communications; and may supervise and direct personnel providing critical support functions within the Communications Division; and perform related work. In the temporary absence of the supervisor, they may assume the duties of that position.

Special Working Conditions: You will be required to work various tours around the clock, including Saturdays, Sundays, and holidays, and will be required on occasion to work overtime hours depending on the needs of the Department.

(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 \$51,934 per annum. This rate is subject to change. There are three assignment levels within this class of positions. After promotion, employees may be assigned to higher level duties at the discretion of the agency.

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

- 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 payment 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. If you pay online by credit card, bank card or debit card, you will receive a \$5.00 discount.
- By mail:** Fill out an "Application for Examination" form. The completed form and application fee, payable by money order to DCAS (EXAMS), should be returned to DCAS Application 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."

ELIGIBILITY TO TAKE EXAMINATION: This examination is open to each employee of the New York City Police Department who, **on the date of the written test:**

- holds a permanent (not provisional) competitive appointment in or appears on a Preferred List (see Note, below) for the title of Supervising Police Communications Technician; and
- 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.)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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 the application. If you are marked "Not Eligible," your application fee will not be refunded and you will not receive a score.

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 one year.

THE TEST: You will be given a written test designed to assess the extent to which you have certain skills/abilities and technical knowledge deemed to be important to the performance of the job tasks of a Principal Police Communications Technician. A score of at least 70.000 is required to pass the written test. Your score on this test will determine 85% of your final score and your seniority will determine the remaining 15%. Seniority scores will only be added to passing written test scores. 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 test may include a combination of multiple-choice and short-answer essay questions. Some test questions may be answered on the basis of documents and/or other information supplied to you on the day of the test and may assess your ability to judge actions regarding hypothetical problems and decisions, but all questions will relate to the following job task categories:

- **Preparation and Review of Written Documents, Forms, Logs and Reports**
- **Function, Operation and Inspection of Equipment**
- **Communication of Information to Staff, Other Agencies and the Public**
- **Assignment and Scheduling of Personnel and Adjustment of Work Schedules**
- **Training, Evaluating, Counseling and Disciplining Staff**
- **Supervision of Personnel and Directing Activities**

Questions based upon the above task categories may require the use of any of the following skills/abilities:

- **Identifying Problems and Making Decisions** - includes abilities such as Analytical Thinking; Planning and Organizing; and Innovation.
- **Working Effectively** - includes abilities such as Management of Personnel Resources; Monitoring; Persistence; and Adaptability/Flexibility.
- **Communicating** - includes abilities such as Written Comprehension; and Written Expression
- **Interacting with Others** - includes abilities such as Persuading and Influencing Others; Conflict Resolution; Concern for Others; Coaching and Mentoring; and Teamwork
- **Acting Responsibly** - Integrity; Dependability; Achievement/Effort; Initiative and Independence; Attention to Detail; and Updating and Using Relevant Knowledge.

Questions based upon the above task categories may also require mastery of technical knowledge based on any of the following materials in effect through April 1, 2011:

- **E-911 Calltakers Guide**
- **Radio Dispatchers Guide**
- **Civilian Handbook (including Addendum)**
- **Supervisor's Guide**
- **Updated Mobilization Procedures**
- **Equal Employment Opportunity Policy**
- **Mayor's Executive Order No. 16 of 1978 as amended**

Required technical knowledge may relate to: Basic telephone operation; ACD panel operation; SPRINT computer operation; Radio Dispatcher console/control panel operation and patching; 10-13; threats against officials; kidnappings; emergency blood requests; rapid mobilizations; transporting of critically injured MOS to major trauma centers; releasing police information; refraining from making field decisions; assigning of monitoring Dispatchers and ACD; required notifications; back-up slips; alerts; and backlogs.

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, you may not receive your test results, your test score may be nullified, and your application fee will not be returned.

You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified and your application fee will not be refunded.

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 written 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.

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 written 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. 71014; Police Communications Technician Occupational Group

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