



THE CITY OF NEW YORK  
 DEPARTMENT OF CITYWIDE  
 ADMINISTRATIVE SERVICES  
 APPLICATION UNIT  
 1 CENTRE STREET, 14<sup>TH</sup> FLOOR  
 NEW YORK, NY 10007

<b>REQUIRED FORMS</b>
APPLICATION

MICHAEL R. BLOOMBERG  
 Mayor

EDNA WELLS HANDY  
 Commissioner

## NOTICE OF EXAMINATION

**PROMOTION TO SUPERVISING FIRE ALARM DISPATCHER**

**Exam No. 4541**

**WHEN TO APPLY:** From: **December 4, 2013**                      **APPLICATION FEE: \$68.00**

**To:      December 24, 2013**

**THE TEST DATE:** The multiple-choice test is expected to be held on **Wednesday, March 12, 2014.**

**YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY  
 BEFORE YOU SUBMIT YOUR APPLICATION**

**WHAT THE JOB INVOLVES:** At Assignment Level I: Supervising Fire Alarm Dispatchers, under general supervision, serve as Tour Supervisors directing dispatch and inside maintenance personnel during a tour of duty in a borough fire communications central office or in a Public Safety Answering Center (PSAC); allocate available Fire Department resources to maximize fire protection throughout one or more boroughs; direct and perform equipment maintenance; maintain appropriate central office/PSAC records. They immediately oversee all transmitted fire alarm signals and special calls; test, operate and maintain various central office/PSAC equipment; confer with outside plant personnel regarding circuit problems and perform related equipment adjustments and tests; supervise, train, and evaluate Fire Alarm Dispatchers; maintain/complete various logs, journals and other paperwork; make notifications in accordance with Bureau of Communications policy, including relaying information to superiors on escalating critical conditions or situations; approves and adjusts subordinate time records in the CityTime System and related computerized administrative work; conduct scheduled and ad hoc drills; implement and oversee manual dispatch mode when computer system is down; and perform related work.

**Special Working Conditions:** Supervising Fire Alarm Dispatchers may be required to work rotating shifts including nights, Saturdays, Sundays, and holidays. They may also be required to work beyond their normally scheduled tour.

(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 \$59,203 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Promotions will be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment level at the discretion of the agency.

**HOW TO APPLY:** If you believe you are eligible to take this examination, you may submit an application on the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A valid email address is required to file online. Several internet service providers, including, but not limited to, Google, Yahoo, Hotmail and AOL, offer free email addresses. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. You may come to the DCAS Computer-based Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams).

The centers will be open Monday through Saturday from 9:00 A.M. to 5:00 P.M.:

**Manhattan**  
 2 Lafayette Street  
 17<sup>th</sup> Floor  
 New York, NY 10007

**Brooklyn**  
 210 Joralemon Street  
 4<sup>th</sup> Floor  
 Brooklyn, NY 11201

**The Computer-based Testing & Applications Centers will be closed on December 7, 2013.**

**Special Circumstances Guide:** This guide is located on the DCAS website at [http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam\\_special\\_circumstances.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf) and available at the DCAS Computer-based Testing & Applications Centers. This guide 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 Guide 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 New York City Fire Department who **on the date of the multiple-choice test:**

- (1) holds a permanent (not provisional) competitive appointment in or appears on a Preferred List (see Note, below) for the title of Fire Alarm Dispatcher; 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 it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an admission notice to take the multiple-choice test, you will not be permitted into the test site, and 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 one year.

**THE TEST:** The multiple-choice test may be given at a computer terminal or in a paper and pencil format. You will be informed of the format on your Admission Notice. A score of at least 70% is required 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 may include questions in any of the following task areas: administrative, central office/PSAC equipment, personnel supervision/training, outside plant operations, dispatch operations, notifications, and manual operations.

The test will include questions which may require mastery of technical knowledge based on such materials as: All Unit Circulars; Communication Manual, Fire Department of the City of New York; Dispatcher's Directives (1978 to the present); Dispatcher Advisories; Dispatch Operation's Down Central Office Assessment Guide; MIS/ERS Refresher Training Session; Chief Officers Schedule; Starfire System Dispatching Operations Manual; Central Office Drill Book Vol. I & II (Latest Update); PA/ID 1/77 (Revised); Equal Employment Opportunity Complaint Process; CPR/CFR Dispatch Operations Guide; Memoranda; Water Emergency/Marine Response Operations Guide; Incident Command System Manual; CMO-Computer Manual Operation; BISP Manual; PA/ID 1-2008 (Education Day); PA/ID 2-2008 (Medicals); CityTime Training - Fire Dispatch & Fire Prevention Version 6.6; Civilian Non-Managerial Performance Evaluation Manual; 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 will include questions which may require the use of any of the following abilities:

**Written Communication:** Clear expression of ideas in writing and use of good grammatical form. Example: writing a report free of grammatical errors.

**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. Example: creating a training schedule to train Fire Alarm Dispatchers regarding new policies and procedures.

**Delegation:** Utilizing subordinates effectively; allocating decision making and other responsibilities to the appropriate subordinates. Example: directing a Fire Alarm Dispatcher to monitor alarms in a specific area.

**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. Example: maintaining and completing various logs, journals and other paperwork regarding a subordinate's work performance.

**Organizational Sensitivity:** Actions that indicate an awareness of the impact and the implications of decisions on other components of the organization. Example: relaying information to superiors regarding escalating critical conditions or situations.

**Sensitivity:** Actions that indicate a consideration for the feelings and needs of others. Example: meeting with Fire Alarm Dispatchers to discuss work-related issues.

**Analysis:** Identifying problems, securing relevant information, relating data from different sources, and identifying possible causes of problems. Example: making notifications regarding a problem in accordance with Bureau of Communications policy.

**Judgment:** Developing alternative courses of action and making decisions based on logical assumptions that reflect factual information. Example: allocating available Fire Department resources to maximize fire protection throughout one or more boroughs.

**Decisiveness:** Readiness to make decisions, render judgments, take action, or commit oneself. Example: directing personnel to handle all transmitted fire alarm signals and special calls during an emergency.

**Work Standards:** Setting high goals or standards of performance for self, subordinates, others, and organization. Dissatisfied with average performance. Example: conducting scheduled and ad hoc drills with Fire Alarm Dispatchers.

**Behavioral Flexibility:** Modifying one's approach to most effectively meet the needs of the situation. Example: overseeing manual dispatch mode with the computer system is not functional.

**Technical Translation:** Demonstrating knowledge of the meaning of technical/professional terminology used on the job. Example: directing and performing equipment maintenance.

**Warning:** 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 refunded.

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 NOTICE:** You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the test date, you must go to the Exam Support Group, 1 Centre Street, 14th floor, Manhattan, to obtain a duplicate notice.

**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.

**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 where you are an officer or employee of the City;
- (3) absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
- (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 Exam Support Group in person or by mail at 1 Centre Street, 14th floor, New York, NY 10007 as soon as possible and provide documentation of the special circumstances that caused you to miss your exam.

**PENALTY FOR MISREPRESENTATION:** Any intentional misrepresentation on the application or examination may result in disqualification even after promotion, and may result in criminal prosecution.

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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 at [nyc.gov/dcas](http://nyc.gov/dcas) and at the DCAS Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 71060; Fire Alarm Dispatching Occupational Group

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