



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

MICHAEL R. BLOOMBERG
Mayor

MARTHA K. HIRST
Commissioner

NOTICE OF EXAMINATION

REQUIRED FORMS
APPLICATION FORM
EDUCATION AND EXPERIENCE TEST PAPER
FOREIGN EDUCATION FACT SHEET (IF APPLICABLE)

FIRE ALARM DISPATCHER

Exam. No. 0119

WHEN TO APPLY: From: August 5, 2009 To: August 25, 2009 **APPLICATION FEE:** \$35.00 Payable by mail by money order to DCAS (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, November 14, 2009.**

WHAT THE JOB INVOLVES: Fire Alarm Dispatchers, under direct supervision in a Communications office or under general supervision in the field, receive and transmit alarms of fire and emergency using various systems including the Computer Assisted Dispatch System (CADS), Mobile Data Terminals (MDT), telephone, voice alarm, Emergency Reporting System (ERS), two-way radios, PC-based database programs, etc.; receive and process calls in regard to administrative issues or complaints from FDNY field units, other FDNY bureaus, City agencies and/or the public; interpret information received and use the computer keyboard to enter data into the computer for release to fire companies; determine the amount and type of apparatus, and which units to send to alarms; relocate companies as needed; adjust the number and/or type of units at fire scenes based on the condition and/or predetermined response assignment protocols; operate department radio and voice alarm systems to announce alarms and receive fire company acknowledgments of response to alarms; announce special messages and notify designated parties of incidents, as required; and perform related work.

Some of the physical activities performed by Fire Alarm Dispatchers and environmental conditions experienced are: speaking in a clear and understandable manner by telephone, Voice Alarm System, or radio; giving instructions to, and dispatching fire companies using a keyboard to access computer screens for initial alarm entry, reviewing data and/or inputting updates; eliciting pertinent information from callers who may be under stress; distinguishing between and acting upon indications of alarms which may be received in a Communications office in the form of lights, buzzers, bells or computer queue alert; visually observing equipment that has various colored lights which reflect changing conditions; and using a keyboard to access computer screens for reviewing or inputting updates and/or changes in data.

Special Working Conditions: You will be required to work rotating shifts including nights, Saturdays, Sundays, and holidays in any or all Central Office facilities. Regularly scheduled shifts are usually 12 hours in duration, however, the position may require being ordered to work beyond the regularly scheduled shift and on days off.

(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 \$30,316 per annum. Incumbents will receive salary increments reaching \$50,127 per annum at the completion of five years employment. All rates are subject to change. In addition, employees receive holiday, night differential and overtime pay.

HOW TO APPLY: If you believe you meet the requirements in the “HOW TO QUALIFY” section, 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 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.
- By mail:** Refer to the “Required Forms” section below for the forms that you must fill out. Return all completed forms and the application fee 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. This form 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

You may be given the test before we review your qualifications. You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked "Not Qualified," your application fee will not be refunded and you will not receive a score.

HOW TO QUALIFY:

Education and Experience Requirements: By the **last day of the Application Period**, you must have a four-year high school diploma or its educational equivalent, approved by a State's Department of Education or a recognized accrediting organization, **and** have two years of satisfactory experience, within the last five years, in one of the following categories:

1. full-time paid experience as an airport or railroad traffic controller, fire alarm dispatcher in a Class "A" Fire Alarm System, or in a radio or telephone call receiving or dispatching position in an emergency communications facility dedicated to Police, Fire or EMS operations; or
2. full-time paid or unpaid non-firefighting/fire dispatching experience handling the receipt of multiple, simultaneous calls and radio dispatching in response thereto in a U.S. military facility or with the motor fleet of a company, such as a car service, plumbing or oil company, or postal or express delivery service; or
3. full-time paid firefighting and/or fire dispatching experience as a member of a municipal or federal fire service/department or the New York City Fire Patrol; or
4. service as a firefighter or fire dispatching member in good standing of a recognized volunteer fire department. To be creditable, such service will be evaluated in accordance with the bylaws established by the volunteer fire department, which must detail the minimum yearly service requirements for being a member in good standing. Written verification will be required from the highest ranking member of the volunteer fire department that this requirement has been satisfied.

Following are some examples of experience that are **not acceptable** for meeting the requirements described in 1 or 2 above: housing superintendent, hospital page operator, radio motor patrol vehicle operator (or other vehicle operators who receive and/or transmit messages over a mobile radio), hospital telephone operator, customer service representative, and airport dispatcher other than air traffic controller.

A maximum of one year of satisfactory experience will be credited for each 12 month period. Part-time satisfactory experience will be pro-rated and credited in lieu of, but not in addition to, full-time satisfactory experience during the same 12 month period.

Medical Requirement: Medical guidelines have been established for the position of Fire Alarm Dispatcher. You will be examined to determine whether you can perform the essential functions of the position of Fire Alarm Dispatcher. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable him or her to take the examination and/or to perform the essential functions of the job.

Drug Screening Requirement: You must pass a drug screening in order to be appointed.

Residency Requirement: Any person employed as a Fire Alarm Dispatcher must be a resident of the City of New York or of Nassau, Westchester, Suffolk, Orange, Rockland or Putnam counties.

English Requirement: You must be able to understand and be understood in English.

Proof of Identity: Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with the City of New York.

REQUIRED FORMS:

1. **Application for Examination:** Make sure that you follow all instructions included with your application form, including payment of fee. Save a copy of the instructions for future reference.
2. **Education and Experience Test Paper:** Write your social security number, the examination title and number in the box at the top right side of the cover page. Fill out Sections A, A.1, A.2, and B. This form must be filled out completely and in detail for you to receive your proper rating. Keep a copy of your completed Education and Experience Test Paper for your records.
3. **Foreign Education Fact Sheet (Required only if you need credit for your foreign education to meet the education and experience requirements):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Fact Sheet included with your application packet. When you contact the evaluation service, ask for a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination.

THE TEST: There will be a multiple-choice test and a qualifying practical test. Your score on the multiple-choice test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass this test.

The multiple-choice test will include questions which may require the use of any of the following abilities:

Oral Comprehension: understanding spoken English words and sentences.

Written Comprehension: understanding written sentences and paragraphs.

Written Expression: using English words or sentences in writing so that others will understand.

Memorization: remembering information, such as words, numbers, pictures and procedures. Pieces of information can be remembered by themselves or with other pieces of information.

Deductive Reasoning: applying general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense.

Problem Sensitivity: being able to tell when something is wrong or is likely to go wrong. Problem sensitivity includes being able to identify the whole problem as well as the elements of the problem.

Information Ordering: following correctly a given rule or set of rules to arrange things or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations.

Inductive Reasoning: combining separate pieces of information, or specific answers to problems, to form general rules or conclusions. It involves the ability to think of possible reasons for why things go together.

Perceptual Speed: involves the degree to which one can compare letters, numbers, objects, pictures, or patterns, quickly and accurately. The things to be compared may be presented at the same time one after the other. This ability also includes comparing a presented object with a remembered object.

Time Sharing: is the ability to shift back and forth between two or more sources of information.

Note: You are not permitted to enter the test site with cellular phones, beepers, pagers, 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 using these devices, you may be disqualified.

If you pass the multiple-choice test you will be scheduled to take the qualifying practical test to determine if you meet the skill requirement of keyboard familiarity. In order to pass this test, you must be able to type accurately at a minimum speed of 50 keystrokes (10 words) per minute after errors are deducted.

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 meet the education and experience requirements, and pass the multiple-choice test and qualifying practical test, 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 appointment when your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Selective Certification for Foreign Language: If you can speak a foreign language, you may be considered for appointment to positions requiring this ability through a process called Selective Certification. If you pass a qualifying test, 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.

SPECIAL TEST ACCOMMODATIONS: If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief, and you are applying:

- (1) **online**, follow the onscreen instructions; or
- (2) **by mail**, follow the instructions included with the "Application for Examination."

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. 71010; Fire Alarm Dispatching Occupational Group

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