



Citywide Administrative Services

BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO SUPERVISING FIRE ALARM DISPATCHER

Exam No. 9529

Amended Notice – June 26, 2019

WHEN TO APPLY: From: May 1, 2019

APPLICATION FEE: \$82.00

To: May 21, 2019

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.00% of the payment amount. This fee is nonrefundable.

THE TEST DATE: Multiple-choice testing is expected to begin on **Saturday, July 27, 2019.**

The Notice of Examination has been amended to update the technical knowledge source material cutoff date to June 17, 2019.

YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE 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; approve and adjust subordinate time records in the CityTime System and related computerized administrative work; conduct scheduled and ad hoc drills; and implement and oversee manual dispatch mode when computer system is down. All Supervising Fire Alarm Dispatchers perform related work.

Special Working Conditions:

Supervising Fire Alarm Dispatchers may be required to work various 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 \$65,364 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Promotions will generally be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment level at the discretion of the agency.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the New York City Fire Department who **on the first date of the multiple-choice test:**

1. holds a permanent (not provisional) competitive appointment 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 employees of the New York City Fire Department who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

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 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. If it is determined after the test date that you are not eligible to participate in this examination, 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.

HOW TO APPLY:

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements visit the Fee Waiver FAQ on the Online Application System at: <https://a856-exams.nyc.gov/OASysWeb/Home/Faq>

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online. The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Queens

118-35 Queens Boulevard
5th Floor
Forest Hills, NY 11375

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.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."

REQUIRED INFORMATION:

Application for Examination: Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.

THE TEST:

You will be given a multiple-choice test 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 1/2 point for every 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 Fire Alarm Dispatcher. Task categories to be tested are as follows: Supervision; Administration; and Response to Emergencies.

The test may include questions which require mastery of technical knowledge (without Reference Materials) in effect up to and including June 17, 2019 of the non-exclusive list of sources: dispatch policy and procedures; specialized and non-specialized resources at each firehouse; standardized documents including but not limited to the Redbook, Communications Guide, Quick Reference Guide, Dispatcher's Directives (1978 to 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, and Civilian Non-Managerial Performance Evaluation Manual; computer applications such as Microsoft Office, Starfire, LiveMUM, and FDNY Intranet; equipment such as Silent Hawk, VESTA, MIS, and radio systems; 10 codes and their appropriate responses; and 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 requiring the use of any of the following abilities:

Analytical Thinking - Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions. A Supervising Fire Alarm Dispatcher may use this ability when a dispatcher is unsure of how to proceed and requests assistance.

Judgment and Decision-Making - Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically; typically applied over a short time frame. A Supervising Fire Alarm Dispatcher may use this ability when determining the best course of action to take when responding to an incident.

Planning and Organizing - Establishing a method of execution to accomplish a specific goal over an extended period of time; determining appropriate assignments and allocation of resources. A Supervising Fire Alarm Dispatcher may use this ability when reassigning units from one incident to another.

Innovation - Developing new ideas and answers to work-related problems using creativity and alternative thinking. A Supervising Fire Alarm Dispatcher may use this ability when faced with a difficult and unusual situation or incident.

Management of Material Resources - Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work; managing the things needed for work to be accomplished. A Supervising Fire Alarm Dispatcher may use this ability when requesting maintenance for office equipment.

Management of Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job; managing employees needed to accomplish tasks. A Supervising Fire Alarm Dispatcher may use this ability when determining which dispatchers to assign to a particular position.

Monitoring - Monitoring/assessing performance of oneself, other individuals or organizations to make improvements or take corrective action; overseeing the quality of performance. A Supervising Fire Alarm Dispatcher may use this ability when observing dispatchers' as they perform their tasks.

Time Management - Managing one's own time and the time of others in order to promote effective use of work hours. A Supervising Fire Alarm Dispatcher may use this ability during a busy and/or chaotic tour.

Persistence - Persisting in the face of obstacles until desired outcome is achieved; may modify goals if and when appropriate instead of giving up. A Supervising Fire Alarm Dispatcher may use this ability when faced with an unusual situation that requires a quick response.

Adaptability/Flexibility - Responding to change (positive or negative) in a constructive manner and adapting approach as needed to the situation. A Supervising Fire Alarm Dispatcher may use this ability when a temporary guideline is introduced and implemented.

Stress Tolerance - Accepting criticism and dealing calmly and effectively with high stress situations. A Supervising Fire Alarm Dispatcher may use this ability during a busy tour or during a highly publicized event.

Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times; requires interaction between speaker and listener. A Supervising Fire Alarm Dispatcher may use this ability when trying to address dispatchers' problems or issues as they respond to a call.

Written Expression - Appropriately communicating information and ideas in written words and sentences the intended audience will understand. A Supervising Fire Alarm Dispatcher may use this ability when communicating with coworkers via email.

Persuading & Influencing Others - Causing others to change or modify their opinions, views or behaviors using a variety of strategies. A Supervising Fire Alarm Dispatcher may use this ability when ordering a dispatcher to take on a role that may be out of their comfort zone.

Conflict Resolution - Negotiating with others to resolve grievances or conflicts and handle complaints by developing a constructive solution. A Supervising Fire Alarm Dispatcher may use this ability when settling disputes between dispatchers.

Concern for Others - Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job' showing consideration. A Supervising Fire Alarm Dispatcher may use this ability when speaking with dispatchers and directors in trying to understand their perspectives.

Coaching & Mentoring - Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge and skills. A Supervising Fire Alarm Dispatcher may use this ability when training new hires and answering dispatchers' questions.

Integrity - Acting in an honest and ethical manner. A Supervising Fire Alarm Dispatcher may use this ability when handling sensitive information.

Dependability - Fulfilling obligations and acting in a reliable, responsible, and dependable manner. A Supervising Fire Alarm Dispatcher may use this ability when a coworker calls out and someone needs to fill in.

Achievement/Effort - Setting personal goals and taking steps towards achieving those goals. A Supervising Fire Alarm Dispatcher may use this ability when ensuring dispatchers are well trained in every aspect of their jobs.

Initiative & Independence - Displaying a willingness to take on additional responsibilities and challenges, while working independently with little or no supervision. A Supervising Fire Alarm Dispatcher may use this ability when the office is shortstaffed and requires every station to be manned.

Attention to Detail - Being careful about detail and thorough in completing work tasks. A Supervising Fire Alarm Dispatcher may use this ability when observing dispatchers and monitoring the radio for updates on ongoing situations.

Updating & Using Relevant Knowledge - Keeping up-to-date on the latest relevant advancements in technology and applying new knowledge to the job. A Supervising Fire Alarm Dispatcher may use this ability when learning and informing others about new procedures.

EXAM SITE ADMISSION:

You will be sent an Admission Notice in the mail 14 days before the date on which testing is expected to begin. Your Admission Notice will also be available on your Dashboard in the Online Application System (OASys) account 7 days before the date on which testing is expected to begin. If you access the Admission Notice from your Dashboard in OASys, you must print it out and bring it with you to the test site; displaying your Admission Notice using any of the prohibited electronic devices referenced in the "Warning" section below will not be permitted. You can also obtain a duplicate Admission Notice in person Monday through Friday from 9:00 AM to 5:00 PM at 1 Centre Street, 14th Floor, New York, NY 10007. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: You are not permitted to enter the test site with electronic devices including, but not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators and electronic devices with an alphabetic keyboard or with word processing or data recording abilities such as planners, organizers, etc. are not permitted. If you use any of these devices anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of a Computer-based Testing & Applications Center while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, City or State issued identification card, IDNYC, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: 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.

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER::

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request in-person or by mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdg/employment/dp148a.pdf>.

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, you will be given a list number, and you will be notified by mail of your test results. The eligible list determines the order by which candidates will be considered for promotion. If you meet all requirements and conditions, you will be considered for promotion if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: http://www.nyc.gov/html/dcas/html/work/civilservice_1.shtml.

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 on which testing is expected to begin.

Make-up Test:

You may apply for a make-up test if you cannot take the test on the regular test date(s) 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;
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact Administration, Customer, and Exam Support in person or by mail at 1 Centre Street, 14th Floor, New York, NY 10007, or by email at testingaccommodations@dcas.nyc.gov as soon as possible and include documentation of the special circumstances that caused you to miss your test.

PENALTY FOR MISREPRESENTATION:

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

The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas and copies are available 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**