



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 EDUCATION AND EXPERIENCE TEST PAPER FOREIGN EDUCATION FACT SHEET (IF APPLICABLE)

MICHAEL R. BLOOMBERG
 Mayor

DONALD P. BROSEN
 Acting Commissioner

NOTICE OF EXAMINATION

POLICE COMMUNICATIONS TECHNICIAN

Exam No. 1007

WHEN TO APPLY: From: September 1, 2010 **APPLICATION FEE: \$35.00**
 To: September 21, 2010 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, January 29, 2011.**

WHAT THE JOB INVOLVES: Police Communications Technicians, working under direct supervision in the Police Department Communications Section, serve as 911 emergency call-takers; obtain necessary information from callers in order to initiate emergency assistance; serve as radio dispatchers of police resources; perform clerical, administrative and other duties related to the provision of emergency service; and perform related work.

Some of the physical activities performed by Police Communications Technicians and environmental conditions experienced are: sitting for extended periods of time with headset on while monitoring a computer screen; typing information into the computer using a computer keyboard; coordinating eye/hand movements while handling emergency calls for the efficient use of console and computer; speaking calmly and clearly in order to elicit information and giving instructions to a continuous flow of callers under stress; listening carefully to clearly understand emergency information; making responsible judgments where timing is critical; and sitting within hearing distance of other call-takers working under similar conditions.

Special Working Conditions: You will be required to work various tours around the clock, including Saturdays, Sundays and holidays, and you will be required on occasion to work overtime tours 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 \$32,710 per annum. This rate is subject to change.

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:

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:** 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 **by mail only.**

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.

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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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, plus

1. one year of satisfactory full-time experience performing clerical, typing, or secretarial work; or
2. one year of satisfactory full-time experience dealing with the public, including the obtaining of information from persons; or
3. the successful completion of 30 college semester credits from an accredited college or university; or
4. two years of active U.S. military duty with honorable discharge; or
5. a satisfactory combination of education and/or experience that is equivalent to 1, 2, 3, or 4 above.

However, all candidates must have a four-year high school diploma or its educational equivalent.

High School education must be approved by a State's Department of Education or a recognized accrediting organization. College education must be from an accredited college or university, accredited by regional, national, professional or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education, and by the Council for Higher Education Accreditation (CHEA).

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.

Medical and Psychological Requirements: Medical and psychological guidelines have been established for the position of Police Communications Technician. You will be examined to determine whether you can perform the essential functions of the position of Police Communications Technician. 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 Advisory: Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the **appointing agency's personnel office** at the time of the appointment interview to find out if City residency is required.

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:** Fill out Sections **A.1, A.2, A.4 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. **If you are applying by mail**, write your social security number in the box at the top right side of the cover page, and the examination title and number in the box provided. **If you are applying online**, follow the online instructions.
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: You will be given a multiple-choice test. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test. The multiple-choice test will include questions which may require the use of any of the following abilities:

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.

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

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

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.

Information Ordering: following correctly a rule or set of rules 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.

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.

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, 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 Spanish: If you can speak Spanish, 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. This requirement may be met at any time during the duration of the list. If you will meet the Selective Certification 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.

Investigation: This position is subject to investigation before appointment. At the time of investigation, you will be required to pay a \$75.00 fee for fingerprint screening.

Probationary Period: The probationary period for Police Communications Technician is 18 months. You will be required to pass a 911 emergency call-taker training course and a radio dispatcher training course. If you fail to successfully complete the training courses, you will be terminated.

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, 14th Floor, NY, NY 10007.

The City of New York is an Equal Opportunity Employer.
Title Code No. 71012; Police Communications Technician Occupational Group.

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