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OTSEGO COUNTY ANNOUNCES A PROMOTIONAL EXAMINATION FOR
SENIOR DISPATCHER #70038990

SALARY: $56,402 - $66,687
EXAMINATION DATE: January 30, 2027
LAST DATE TO FILE: Applications must be received by the Otsego County Personnel/Civil Service Department or postmarked no later than December 28, 2026.
VACANCIES: The eligible list resulting from this examination will be used to fill vacancies as they occur in the Otsego County E-911 Department under the jurisdiction of the Otsego County Personnel/Civil Service Department.

FILING FEE: A fee of $15.00 is required for each separately numbered examination for which you apply. The required fee must accompany your application. If applying online you may submit your payment online or you can make **money order** payable to County of Otsego and write the examination title(s) and examination number(s) on your money order. **PERSONAL CHECKS AND CASH WILL NOT BE ACCEPTED. NO EXCEPTIONS.** As no refunds will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified. No determination of eligibility will be made prior to filing of applications.

APPLICATION FEE WAIVER: A waiver of the application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of the application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the application deadline as listed on the examination announcement. This form can be obtained at the Personnel/Civil Service Department or on our website at www.otsegocountyny.gov

ALTERNATE TEST DATE POLICY: Under specific circumstances an alternate test date may be arranged in accordance with established policy. Your request and verifiable documentation should be submitted at least one week prior to the test date or in case of emergency no later than 4:30 PM on the next business day following the test. A copy of the Alternate Test Date Policy is available on the County's website at www.otsegocountyny.gov, or by calling the Personnel/Civil Service Department at 607-547-4239. ***IN NO CASE SHALL THE EXAMINATION BE GIVEN LATER THAN THE FOLLOWING SATURDAY.***

RESIDENCY REQUIREMENT/PREFERENCE: There are no residency requirements for this examination. However, preference in appointment may be given to successful candidates who have been residents of Otsego County for at least one month immediately preceding the scheduled date of the written examination.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

RELIGIOUS ACCOMMODATION-DISABLED PERSONS-MILITARY MEMBERS: Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements on their application. Candidates who are called to military service after filing an application should send requests for an alternate test date to the Otsego County Personnel/Civil Service Department as soon as possible before the test date. If you apply for an examination during the filing period, but are on active military duty on the date the examination is scheduled, you may request a military make-up examination. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten (10) days before the test date.

VETERAN'S CREDIT: Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veterans Credits" accompanied by the form DD-214 prior to the establishment of the eligible list. IT IS YOUR RESPONSIBILITY TO SEE THAT THE FORM DD-214 IS SUBMITTED TO THIS DEPARTMENT. FAILURE TO SUBMIT A COPY OF YOUR DD-214 TO THIS DEPARTMENT PRIOR TO THE ESTABLISHMENT OF ANY ELIGIBLE LIST WIL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this department of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for overseeing the activities and performing the duties of a Dispatcher on an assigned shift in the County 911 Communication Center. Many of the functional duties are similar to those of Dispatcher, however, the incumbent functions as the Dispatcher in charge on an assigned shift. The work is performed under general supervision in accordance with established policy, with leeway allowed for use of independent judgment in carrying out the details of the work. Performs related duties as required.

PROMOTIONAL QUALIFICATIONS:

Two (2) years permanent status as a Dispatcher in the Otsego County Communications Center at time of application.

NOTES: Candidates permanently appointed to a qualifying title and had provisional service in the same title immediately preceding the permanent appointment, such provisional service may be counted towards meeting the time in title required to apply for this examination per Civil Service Law Section 52.1.10.B

SENIORITY CREDITS: 0.2 CREDITS PER YEAR OF PERMANENT COMPETITIVE STATUS

The use of Calculators is ALLOWED for this examination.

SUBJECT OF EXAMINATION: A written test designed to evaluate knowledge, skills and/or abilities in the following areas:

(a) **CODING/DECODING INFORMATION -** These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions will be provided; no previous knowledge of or training in any coding system is required.

(b) **UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL -** These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions **only** on what is presented in the passages and **not** on what you may happen to know about the topic.

(c) **WORK PLANNING AND SCHEDULING -** These questions test for knowledge of the principles used in developing and implementing work plans and for the ability to arrange work assignments in a manner that will achieve work goals while staying within scheduling criteria. This may include setting up vacation or work schedules, taking into consideration such factors as seniority, work skills, duty hours, and shift coverage.

(d) **RETAINING AND COMPREHENDING SPOKEN INFORMATION FROM CALLS FOR EMERGENCY SERVICES -** These questions test for your ability to retain specific information that is heard in calls for emergency service, such as a street address, or to comprehend spoken information from emergency service calls, such as determining the location of a site in relation to landmarks. Simulated 911 calls will be played via MP3. Immediately following each call, candidates are given audio instructions identifying which questions they are to answer within the test booklet. The questions that candidates are directed to answer for each simulated call will not be in sequential order. Candidates will need to retain and comprehend the information and instruction provided in this portion of the test to respond appropriately to the questions asked and to determine which questions to answer. The time allotted to answer these questions will be limited. At the end of each answer period, the MP3 download will automatically play the next call. Note paper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions.

(e) **RADIO OPERATIONS AND DISPATCHING PROCEDURES -** These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.

(f) **SUPERVISION AND TRAINING -** These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: https://www.cs.ny.gov/testing/testguides.cfm.

PREPARATION/RATING OF EXAMINATION: This examination will be prepared and rated in accordance with Section 23 (2) of the Civil Service Law. The provisions of the New York State Civil Services Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

ADMISSION NOTICES: Approved candidates will receive admission letters indicating the date, time, and location their exam is scheduled no later than two weeks before the scheduled exam date. It is the responsibility of the candidate to notify the Personnel/Civil Service Department of any change in name or address. No attempt will be made to locate candidates who have moved.

CROSS-FILING: If you have applied for any other civil service examination to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site. If you have applied for both State and local government examinations, you must make arrangements to take all your examinations at the State examination center by calling (518)-486-5445 no later than two weeks before the test date. If you have applied for other local government examinations, call or write to each civil service agency to make arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with which you have filed an application of the test site at which you wish to take your examination.

APPLICATIONS AND ANNOUNCEMENTS may be obtained by writing or calling the Otsego County Personnel /Civil Service Department, 197 Main Street, Cooperstown, New York 13326. (607) 547-4239 or downloaded from the County's website at www.otsegocountyny.gov. **NOTICE: ONLY APPLICATIONS SUBMITTED TO THE OTSEGO COUNTY PERSONNEL DEPARTMENT WILL BE CONSIDERED FOR THIS EXAMINATION. RESUMES WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR YOUR APPLICATION BUT WILL BE ACCEPTED ONLY AS AN ADDITION TO YOUR APPLICATION. ALL RELEVANT INFORMATION MUST BE CONTAINED IN YOUR APPLICATION.** A separate application must be filed for **EACH** examination for which you apply. Applications must contain the correct examination title and/or number in order to be considered. The Otsego County Personnel Department reserves the right to accept or to reject applications/fees submitted/postmarked after the last announced filing date. The Otsego County Personnel Department is **NOT** responsible for lost or misdirected mail. **NOTE:** Unless otherwise specified, all required experience must be full time paid or its part time paid equivalent. **You are responsible for submitting an accurate, adequate and clear description of your experience. Omissions or vagueness will NOT be interpreted in your favor.**

Dated: October 30, 2026

OTSEGO COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.

PHONE: 607-547-4239 **www.otsegocountyny.gov**