

# GLEN COVE CIVIL SERVICE COMMISSION

# EXAMINATION NOTICE

## COMMISSIONERS

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THE GLEN COVE MUNICIPAL CIVIL SERVICE COMMISSION  
ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

## ***POLICE DISPATCHER***

EXAM NUMBER **60000**

**EXAM DATE:** Saturday, January 22, 2022.

**LAST FILING DATE:** Applications must be received by or postmarked by the close of business on Friday, December 17, 2021.

**LOCATION OF EXAM:** *To be announced.*

**APPLICATION FEE:** \$25 Check or Money Order made out to the City of Glen Cove. See the below Application Fee Details section for additional information.

**LOCATION OF POSITION/VACANCY:** The list established from this exam will be used to fill any current or anticipated full-time or part-time vacancy in the City of Glen Cove and any potential full-time positions. Please note that Civil Service Examinations may be held to establish eligible lists in titles for which there are no currently vacant positions.

**SALARY:** \$49,552 to \$74,525 (Annual)

**GENERAL RESIDENCY REQUIREMENTS:** Candidates must be legal residents of the City of Glen Cove or villages contiguous to the City of Glen Cove for at least one month immediately preceding the date of the examination. Contiguous villages include Glen Head, Sea Cliff, Locust Valley and Lattingtown.

**NOTE:** Preference may be given to candidates who are residents of the City of Glen Cove.

**DUTIES:** Receives calls by telephone for fires, police emergencies and other requests for assistance; Operates radio equipment to dispatch police personnel; Transfers fire emergencies to fire department; Maintains communication with various emergency units, relaying information to proper authorities or taking requested action; Operates teletype machines and inquiry terminals to computerized information banks; Maintains chronological log of all activities and individual records of all calls received; Keeps listings of telephone numbers and other necessary information up to date.

**RIGHT TO REQUEST CONSIDERATION OF PROMOTIONAL EXAM:** In accordance with Civil Service Law Section 51-3, any employee who believes that a promotion examination should be held for filling any vacancy in this title may submit to the Glen Cove Civil Service Commission a request, in writing, for a promotion examination, stating their reasons why it is practicable and in the public interest to fill the vacancy by promotion examination.

## **MINIMUM QUALIFICATIONS & SPECIAL REQUIREMENTS:**

(A) Graduation from high school or possession of a high school equivalency diploma and one (1)

year of experience in telephone and/or radio telephone-teletype work OR;  
(B) Three (3) years of experience in telephone and/or radio telephone-teletype work OR;  
(C) Any equivalent combination of training and experience as indicated in (A) and (B) above sufficient to indicate ability to do the work.

**STUDY GUIDES:** Study guides prepared by the NYS Department of Civil Service may be available for this exam. Check for details by contacting the Civil Service Office or visiting the Civil Service website. See the contact information at the end of this posting.

**SUBJECT OF EXAMINATION:** There will be a written test that you must pass in order to be considered for appointment. The written test will be for knowledge, skills and/or abilities in such areas as:

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.

Name and number checking: These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

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.

Following directions (maps): These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

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 on audio CD. 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 CD 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.

**The use of solar or battery-operated calculators is allowed. Devices with typewriter keyboards such as computers, spell-checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.**

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:**

If you have applied for any other civil service examinations 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 notify Glen Cove Civil Service of your intent to take both a State and a local government examination. When taking both a State and a local government examination you will be

required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examinations. You must bring both the State and the local government admission card to the State test center.

If you have applied for another local government examination with another local civil service agency, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

**RELIGIOUS ACCOMMODATION/DISABLED CANDIDATES/MILITARY MEMBERS:**

Applicants whose religious observances, religious practices 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 by checking the "Special Arrangement" box on the front of the applications. The New York State Department of Civil Service Commission will approve any reasonable request for accommodations by disabled candidates. Candidates who are called to military service after filing an application should send a request for an alternate test date to the City of Glen Cove Municipal Civil Service Commission as soon as possible before the test date.

**MILITARY SERVICE MEMBERS:**

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 makeup examination. You must contact The City of Glen Cove Municipal Civil Service Commission for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the date of the test.

**This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of New York State Civil Service Law and the City of Glen Cove Civil Service Rules and Regulations dealing with the preparation and rating of examinations will apply to this examination.**

**PERFORMANCE TEST:** A performance test will also be held at a later date, to be announced. The written test will be a ranking test and the performance test will be a qualifying (pass/fail) test. You must pass both the written and performance tests to be considered for appointment. You will not be called to the performance test unless you have passed the written test. Since the performance test is qualifying (pass/fail), if you pass the performance test your final score for the examination will be the score that you achieve on the written test.

Candidates may be invited to the performance test in the order of the scores they achieve on the written test. The Commission reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies.

The test will be administered on a conventional personal computer (PC). You will be using a conventional PC keyboard, but you will not be using a mouse.

Subject: The test consists of three parts, each preceded by a separate practice session. It will test your ability to enter the kinds of information that dispatchers and related personnel must process for fire, police, and emergency medical services. You will not need any specific information prior to the test; rather, complete on-screen instructions will tell you all that you need to know in order to take the test. In order to pass, you must enter the data at a rate of at least 6,000 keystrokes per hour (which is equal to typing approximately 20 words per minute), with an accuracy rate of at least 97.5%.

Retest Policy: Within seven days of receiving written notification of failing the performance test, candidates may make a request, in writing, for a performance retest.

Waivers: If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State within three years of the written test, the performance test may be waived. If you request a waiver, you must submit verifiable evidence of qualifying. Information submitted must contain the title, location, and date of the performance test taken, as well as proof of passing.

**VETERAN'S CREDIT:**

Veterans or disabled veterans who are eligible for additional credit must submit an application for Veteran's credit with their application for examination or at any time between the date of the application for examination and the date of the establishment of the resulting eligible list. Applications for Veteran's credits are available from this office. Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted Veteran's Credits in examinations. Any candidate who applies for such credit must provide proof of military status to receive additional credit. 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 the Civil Service Law and that the candidate either received an honorable discharge or was released under honorable conditions in order to be certified at a score including the Veteran's credit.

**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 office 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.

**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.

**APPLICATIONS / GENERAL INFORMATION / INSTRUCTIONS:**

Application forms may be obtained from the City of Glen Cove Website: [GlenCoveNY.gov](http://GlenCoveNY.gov)

**OR:** From the office of: **THE GLEN COVE MUNICIPAL CIVIL SERVICE COMMISSION, CITY OF GLEN COVE, CITY HALL, 9 GLEN STREET, GLEN COVE, NY 11542.**

**During:** *Any weekday from the posting date through the last filing deadline (except holidays).*  
**Between the hours of:** 9:00 a.m. to 5:00 p.m. Monday through Friday **OR:** by sending a stamped self-addressed envelope with the applicants name and address on it, requesting an application for the position. Applications received/postmarked after the filing deadline will not be accepted.

The applicant should make certain every question on the application is answered, and that the application is complete in all respects. All statements made by the candidates in their application are subject to verification. Candidates will be notified of the disposition of their applications. The Glen Cove Municipal Civil Service Commission does not acknowledge receipt of applications and does not accept responsibility for non-delivery or postal delay.

**APPLICATION FEE WAIVER:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of 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. "Request for Application Fee Waiver and Certification" forms are available at the Civil Service Office or on-line at: [GlenCoveNY.gov](http://GlenCoveNY.gov)

**ALTERNATE TEST DATES:**

Alternate test dates may be arranged upon review of the circumstances according to the Alternate Test Date Policy established by this department. Under specific circumstances an alternate test date may be arranged. Your request with written documentation must be received in the Civil Service Office no later than (10) ten business days preceding the examination date. If an emergency prevents you from appearing for the examination, please notify this office no later than 5:00 p.m. on the Monday following the test date providing verifiable documentation of the reason. A determination will be made if you will be allowed an alternate test date.

**ADMISSION NOTICES:** You will be notified of the time and place of the examination. If you have not received your notice to appear for the written test five (5) days before the date of the examination, call the Glen Cove Municipal Civil Service Commission at (516) 676-4814. Do not interpret a notice to appear for the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made on their application. These statements may not be reviewed and/or verified until after the examination has been given. At that time, those candidates who are disqualified after taking the test will not receive a score.

**CHANGE OF ADDRESS:** It is the responsibility of the candidate to notify the Glen Cove Municipal Civil Service Commission of any change in name or address. No attempt will be made to locate any candidate who has moved.

**The City of Glen Cove is an  
Equal Opportunity/Affirmative Action Employer**

(Issued 10/19/2021)

Applications are available on the Civil Service website [GlenCoveNY.gov](http://GlenCoveNY.gov) where you can...

[Apply now for this examination -- CLICK HERE -- to download application](#)

<https://glencoveny.gov/wp-content/uploads/2021/05/Application-for-Examination.pdf>