

**MUNICIPAL CIVIL SERVICE COMMISSION, BINGHAMTON, NEW YORK**  
**EXAMINATION FOR**  
**No. 67-612 DISPATCHER**  
**DEPARTMENT OF PUBLIC WORKS – SIGNAL BUREAU**

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An **Open Competitive** examination for the position of **DISPATCHER, DEPARTMENT OF PUBLIC WORKS – SIGNAL BUREAU** will be held on Saturday morning, **June 1, 2019** at East Middle School Cafeteria, 167 East Frederick Street, Binghamton, New York at **9:00 A.M.**

**MINIMUM SALARY:** \$14.99 to \$21.42 per hour

**Posted:** 3/13/2019

A fee of **\$12.50, by check or money order only**, is required for each separately numbered examination for which you apply. The required fee must accompany your applications. Applicants should make their fee checks or money orders payable to the **City of Binghamton**, and write the examination number(s) on your check or money order. As **no refund** 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. An exception to the fee requirement will be made only for persons who are unemployed head of household. Such claims are subject to later verification and if not supported by appropriate documentation, are grounds for barring appointment.

**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. Such claims are subject to later verification and if not supported by appropriate documentation, are grounds for barring appointment.**

Application blanks and fee waivers may be obtained at the office of the Municipal Civil Service Commission, 4<sup>th</sup> floor, City Hall, Government Plaza, Binghamton, New York, or from the **City Web-Site at [www.cityofbinghamton.com](http://www.cityofbinghamton.com)** and must be filed at said office on or before **Friday, April 12, 2019, at 4:45 P.M.** Applications filed prior to the announcement of this examination are not a guarantee that you are registered to take this examination. An application for examination must be filed during the filing period listed on this announcement.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

**Failure to submit the Cross filing form for multiple exams in a timely manner may result in our not being able to accommodate your request to sit at your choice of exam sites.**

**RESIDENCY REQUIREMENTS:**

**CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF THE CITY OF BINGHAMTON FOR AT LEAST ONE MONTH IMMEDIATELY PRECEDING THE EXAMINATION DATE.**

**CANDIDATES MUST MEET THE FOLLOWING REQUIREMENTS ON OR BEFORE THE DATE OF THE WRITTEN EXAMINATION.**

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of high school equivalency diploma and one (1) year of clerical experience, highway department experience or dispatching service experience.

**DUTIES:**

Under general supervision the incumbent in this class has responsibility for the sending and receiving of messages (via radio-telephone or two-way radio) to and from various base and mobile stations. The incumbent of this class is responsible for various clerical functions within his/her division, including answering telephone inquiries, entering/posting information into the computer, maintaining records, either manually or by use of the computer, sending field information to maintenance personnel as required. The incumbent in this class "dispatches" or sends municipal vehicles and crews to a location for performance of services. (The Dispatcher has no responsibility for the dispatching of Police or Fire Department vehicles.) The Dispatcher does not have responsibility for the vehicles themselves. Supervision is not a function of this class.

**Subjects of examination: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:**

**1. Bus driver recordkeeping and scheduling**

A test that requires candidates to work with simple records using general record-book or card-type formats. Questions are based on given records, which usually must be completed by the candidate before the questions can be answered. In order to answer all questions in this subtest correctly, the candidate generally must:

- a. Follow written directions to understand the purpose and use of the record, and to understand the question;
- b. Make correct entries in appropriate sections of the record; c. Identify which entries are required to answer the question.

A knowledge of bookkeeping, account keeping, or other technical information or terminology is not necessary to answer these questions. A knowledge of simple arithmetic functions may be required.

**2. Customer service**

These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

**3. 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.

**4. Operation of two-way radios including procedures and terms**

These questions test for knowledge of the principles and practices involved in the operation of a two-way radio and may include such areas as the proper procedures to use when operating a two-way radio, and the standard terminology used when transmitting and receiving messages over a two-way radio system.

**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 "How to take a written test" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>**

**Use of calculators is ALLOWED for this exam.** You are permitted to use quiet, hand-held, solar or battery-powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries" or any similar devices are prohibited. You **may not** bring books or other reference materials to the examination.

**VETERAN CREDITS:** 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 dates of their application for examination and the date of the establishment of the resulting eligible *list*. Applications for veteran's credit are available from this office. Veteran's credits can only be added to a passing score on the examination.

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 credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional 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 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.

**MILITARY PERSONNEL:** 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. Contact the Binghamton Civil Service Office 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 test date.

**RELIGIOUS ACCOMMODATION—DISABLED PERSONS:** If special arrangements for testing are required, indicate this on your application. Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, indicate this on your application. We will make arrangements for you to take the test on a different date.

**EMERGENCY WEATHER CONDITIONS:** Examination will be held unless the Local Public Safety Agency verifies that the closing of specific roads, highways or independent transportation services will prevent candidates from reaching the test center

If candidates have not received a notice to appear for the written test four days before the date of the test, they should call the Municipal Civil Service Commission at (607) 772-7008.

Important: A copy of the general instructions may be obtained upon request to the Municipal Civil Service Commission, 4<sup>th</sup> floor, City Hall.

This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the N.Y.S. Civil Service Laws, Rules and Regulations dealing with the rating of the examinations will apply to this written test.