



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO SUPERVISING POLICE COMMUNICATIONS TECHNICIAN Exam No. 3585

WHEN TO APPLY: From: June 7, 2023

APPLICATION FEE: \$68.00

To: June 27, 2023

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

THE TEST DATE: Multiple-choice testing is expected to begin on **Friday, September 29, 2023.**

**YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE
BEFORE YOU SUBMIT YOUR APPLICATION.**

WHAT THE JOB INVOLVES:

In the Police Department, under general supervision, with some latitude for the exercise of independent judgement, action and initiative, Supervising Police Communications Technicians supervise and direct E-911 calltakers, radio dispatchers and personnel performing clerical, administrative and other duties related to the provision of emergency service; perform difficult and responsible work in the evaluation of priority designations; interact with the public, other agencies and Police Department personnel; perform training as required; conduct investigations, write reports and issue command disciplines; make roll call changes and monitor operations during tour changes; initiate alerts or backlogs when supervising radio operations; view pictures, videos and listen to audio attachments sent via "Text to 911"; and evaluate subordinates and monitor their performance. All Supervising Police Communications Technicians perform related work.

Some of the physical activities performed by Supervising Police Communications Technicians and environmental conditions experienced are: periodically wearing a headset while monitoring calltakers and dispatchers; typing information into the computer using a computer keyboard; giving instructions to a continuous flow of calltakers and dispatchers under stress; listening carefully to clearly understand emergency information; making responsible judgements where timing is critical; speaking with the public, when required, and making continuous telephone notifications to units within the department and outside agencies.

Special Working Conditions:

Supervising Police Communications Technicians will be required to work various tours around the clock, including Saturdays, Sundays, and holidays, and are 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 \$57,153 per annum. This rate is subject to change.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the Police 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 Police Communications Technician; 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 eligible title 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.

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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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 eighteen months.

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>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

The centers will be open Monday through Friday 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

The DCAS Computer-based Testing & Application Centers will be closed on Monday, June 19, 2023.

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at OASys@dcas.nyc.gov.

Special Circumstances Guide: This guide is located on the DCAS website at https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Application 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:

The multiple-choice test will be given at a computer terminal. 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 each 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 knowledge and abilities determined to be important to the performance of the tasks of a Supervising Police Communications Technician. Task areas to be tested are as follows:

Routine Administrative Paperwork: These tasks are associated with record keeping and documentation.

Equipment: These are tasks associated with ensuring that equipment is functioning and being used properly.

Communications With Others: These tasks are associated with notifying and consulting with others in the process of 911 call taking and dispatching.

Performance Management: These tasks are associated with the evaluation, counseling, and discipline of subordinate staff.

Operations: These tasks are associated with supervising the operation of 911 call taking and dispatching.

The test may include questions on the E-911 Calltakers Guide and the Radio Dispatchers Guide as they pertain to knowledge of Police Department Rules and Regulations regarding operating procedures; equipment operating procedures; specific incident/procedures for Automatic Call Distributor operators and radio dispatchers; radio dispatching procedures; appropriateness of actions and handling of jobs; procedures when problems occur; 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 knowledges and abilities:

Knowledge Areas:

Operating Procedures: Basic telephone procedures, emergency reporting system and cellular call box operating procedures, etc.

Equipment Operating Procedures: ACD Panel Operating procedures, and VESTA Computer Operating procedures for ACD and Radio, etc.

Specific Incident/Procedures for ACD and Radio Dispatchers: 10-13 procedures, "Holding One" inputs, Crime in Progress vs. Crime in Past, Ambulance call and Fire calls procedures, etc.

Radio Dispatching Procedures: Identification procedures, Shift change procedures, Assignment of resources, interim assignment status, final dispositions, etc.

Miscellaneous Procedures: Cellular (mobile) telephone calls to 911, Illegal Alien procedures, Military Absent Without Leave (AWOL) procedures, Physician escort procedures, Disaster Plan procedures, etc.

Procedures when Problems Occur: Back-up Slip procedures, Alerts and Backlogs procedures, and Mobilization procedures.

Appropriateness of Actions and Handling of Jobs: Knowledge of Code signals, procedures for obtaining accurate descriptions, releasing Police information, etc.

Abilities:

Accountability: Tendency to hold self and others accountable for adhering to rules and standards.

Example: A Supervising Police Communications Technician may use this ability to ensure that staff follow Department guidelines.

Decisiveness: Readiness to make decisions, render judgments, take action, or commit oneself. **Example:** A Supervising Police Communications Technician may use this ability when referring to personnel and giving instructions.

Delegation: Utilizing subordinates effectively; allocating decision making and other responsibilities to the appropriate subordinates. **Example:** A Supervising Police Communications Technician may use this ability when scheduling relief in the radio room, changing Police Communications Technician zones and giving paperwork to other staff.

Management Control: Establishing procedures to monitor and/or regulate processes, tasks, or activities of subordinates and job activities and responsibilities; taking action to monitor the results of delegated assignments or projects. **Example:** A Supervising Police Communications Technician may use this ability when preparing evaluations, attendance sheets, procedures, and troubleshooting.

Monitoring: Monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action. **Example:** A Supervising Police Communications Technician may use this skill when monitoring call takers and dispatchers.

Planning and Organizing: Establishing a course of action for self and/or others to accomplish a specific goal. **Example:** A Supervising Police Communications Technician may use this ability when preparing break times, roll call, floor plan, etc.

Problem Sensitivity: Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem. **Example:** A Supervising Police Communications Technician may use this ability when assigning staff to their areas.

Sensitivity: Actions that indicate a consideration for the feelings and needs of others. **Example:** A Supervising Police Communications Technician may use this ability to prevent confrontation or a hostile work environment.

Written Comprehension: Ability to understand the information and ideas presented in written English.

Example: A Supervising Police Communications Technician may use this ability when writing evaluations, monitoring operations, and reporting violations, etc.

Written Expression: Ability to communicate effectively in written English words and written sentences so that others can understand. **Example:** A Supervising Police Communication Technician may use this ability to communicate with subordinates, peers, and supervisors.

The test may include questions based on materials in effect through August 1, 2023, such as the E-911 Calltakers Guide, Radio Dispatchers Guide, Citywide Guide and the Calltaker Training Guide. There may also be questions on standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No.16 of 1978 as amended.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

EXAM SITE ADMISSION:

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. You can print or display your Admission Notice on your phone or personal device to gain entry to the test site. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: After gaining entry to the test site, you are not permitted to enter the testing area with electronic devices. Electronic devices include, but are 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 & Application 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 Self-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 by email at OASys@dcas.nyc.gov, by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. 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, and/or new telephone number.

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/pdf/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 email 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 go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at www.nyc.gov/examsforjobs and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

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 closed but 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 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.

ADDITIONAL INFORMATION:

Selective Certification for Spanish (SPA): If you can speak Spanish, you may be considered for promotion 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 on the day of the multiple-choice test to indicate your interest in such selective certification.

The above Selective Certification requirement may be met at any time during the duration of the list. If you meet the Selective Certification requirement at some future date, please submit a request by email to: LMACustomerService@dcas.nyc.gov, or by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number, your full name, OASys Profile ID number, and the Selective Certification you are requesting in your correspondence.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

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 & Application Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 71013; Police Communications Technician Occupational Group.

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