

CAREER OPPORTUNITY



SARATOGA COUNTY DEPARTMENT OF HUMAN RESOURCES

ISSUED 11/6/23

PLEASE POST CONSPICUOUSLY

SARATOGA COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

DESK OFFICER

EXAMINATION #86-694

DESK OFFICER, Saratoga County. The results of this eligible list will be used to fill vacancies as they occur under the jurisdiction of the Saratoga County Human Resources Department.

SALARY
\$51,680

LAST DATE TO FILE
December 6, 2023

DATE OF EXAMINATION
January 27, 2024

RELIGIOUS ACCOMMODATIONS-HANDICAPPED PERSONS: If special arrangements for testing are required, indicate this on your application form.

RESIDENTS: Candidates must have been legal residents of New York State for at least FOUR months immediately preceding the date of the test. Pursuant to subdivision 4a of Sec. 23 of the Civil Service Law, preference may be given to successful candidates who have been legal residents of the municipality to which the appointment is to be made for at least FOUR months preceding the date of the written test.

APPLICATION FEE An examination fee of **\$10.00** (residents and non-residents) is required for each separately numbered examination for which you apply. The required fee must accompany your application. **Check or money order only.** \$20 returned check fee. **Please make checks payable to the Saratoga County Treasurer's Office.** *The \$10 fee is non-refundable. You are urged to compare your qualifications carefully with the requirements for admission stated in the "minimum qualifications" section of the examination announcement and file only for those examinations for which you are "clearly qualified". Vague application will not weigh in applicants favor. Applicants will be notified right away if they do not meet minimum qualifications/requirements.*

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, or if you are an honorably discharged Military Veteran (DD214). **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. A copy of this document can be obtained from the Saratoga County Human Resources Office or on our website at www.saratogacountyny.gov.**

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class are responsible for staffing the telecommunications console within the Sheriff's Department on an assigned shift in receiving, monitoring, dispatching and coordinating call for emergency services; including but not limited to relaying information to Law Enforcement, fire, EMS and other emergency management organizations. This is a key position directly related to the life and safety of the public and the emergency service agencies served. Desk Officers are required to maintain communications with field units while monitoring numerous telephone liners, alarm systems, and radio frequencies simultaneously and must exercise sound independent judgement in prioritizing calls and dispatching appropriate emergency services to situations, which may involve danger to life and/or damage to property as quickly as possible. Incumbents must be able to function calmly in emergencies, take appropriate action in an efficient manner, and maintain accurate records of all calls and actions taken. The work is performed under the general supervision of the Desk Sergeant in accordance with established department policies, rules, and regulations. Does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma

THE WRITTEN TEST will be designed to evaluate knowledge, skills and /or abilities in the following areas:

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.

Test guide: 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>.

NOTICE TO CANDIDATES: “UNLESS OTHERWISE NOTIFIED, CANDIDATES ARE ALLOWED 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.”

SECTION 243-b Provides that any member of the armed forces of the United States who had duly filed an application to compete in a scheduled competitive examination, but was deprived of the opportunity to compete in a scheduled competitive examination due to active military duty be provided with a special military makeup examination

SECTION 85a OF THE CIVIL SERVICE LAW: 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.

VETERAN CREDITS: For the purpose of claiming veteran credits on a Civil Service examination, an applicant must have served in the armed forces of the United States at any time during the following periods:

World War II – December 7, 1941 to and including December 31, 1946

Korean War – June 27, 1950 to and including January 31, 1955

Vietnam Conflict – February 28, 1961 until May 7, 1975

Lebanon – June 1, 1983 – December 1, 1987

Grenada – October 23, 1983 – November 21, 1983

Panama – December 20, 1989 – January 31, 1990

Persian Gulf – August 2, 1990 to the end of such hostilities (not yet determined)

For hostilities in Lebanon, Grenada, and Panama, the individual **must** have received the Armed Forces, Navy, or Marine Corps expeditionary medal.

Beginning January 1, 1998, the NYS Constitution allows members of the US Armed Forces who are on active duty (other than for training purposes) the right to request **extra War Time Veterans Credits** on civil service examinations prior to discharge. If you are currently on active duty, you may request the addition of veteran’s credits to your examinations score. You must request the extra credits on your examination application in the space provided. If you pass the examination, the credits will be added automatically. To use the extra credits at the time of appointment you must have received an honorable discharge, be a US citizen, and be a resident of New York State. The extra credits can only be used for one NY local Government permanent appointment.

SECTION 23.2: This entire examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations which deal with the rating of examinations will apply.

APPLICATIONS: Available on our website: www.saratogacountyny.gov, by phoning 518-885-2225 or in our Office at Saratoga County Human Resources, 40 McMaster Street, Ballston Spa, NY 12020. Time and location of examination will be mailed to approved candidates one week prior to the date of the examination.

If you require reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct inquires to the Human Resources Office.

Saratoga County is an equal opportunity employer. We are committed to fostering an inclusive environment where diversity is valued and recognized as a source of strength and enrichment. We seek to attract talented people from a diverse range of backgrounds and cultures, and encourage women, people of color, LGBTQ individuals, those with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.