

County of Chautauqua in the State of New York Announces:

SENIOR EMERGENCY AND POLICE DISPATCHER

Examination Number #70017570

Salary: County of Chautauqua - \$27.61-\$36.13/Hour



PROMOTIONAL

Examination Date: 1/24/2026

Applications must be **Submitted Online by: 12/3/2025**

Issued on 11/5/2025 by Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, NY 14757 (716) 753-4237

Exam announcements and application portal can be found at <https://chautauqua-portal.mycivilservice.com/>.

APPLICATION AND EXAMINATION PROCESS: Your application is part of the examination process. **TO APPLY**, you must create an online account at <https://chautauqua-portal.mycivilservice.com/> and answer all questions with complete information. Vagueness or ambiguity will **not** be interpreted in your favor. We do **not** refer to other applications or resumes on file for additional information. Applications that do not show training and/or experience to meet minimum qualifications may be disapproved.

A **non-refundable examination processing fee of \$15.00** will be required at the time of application, for each separately numbered examination for which you apply. Fee **may be paid by credit/debit card. We cannot accept cash.** All fees for examinations are **Non-Refundable** Examination Processing Fees, regardless of the eligibility determination on your application. As no refund will be made, you are urged to review the examination announcement carefully, to compare your qualifications with the requirements for admission, and to file only for those examinations for which you are clearly qualified.

EXAMINATION PROCESSING FEE WAIVER: A waiver of examination processing fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of examination processing 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 examination processing fee waiver are subject to verification. If you can verify eligibility for an examination processing fee waiver, complete the appropriate section of the Application and submit it by the Application Deadline as listed on the Examination Announcement.**

VACANCIES: This exam is being held for future vacancies in the Chautauqua County Office of the Sheriff.

DUTIES: A Senior Emergency and Police Dispatcher is a responsible position involving the supervision of Emergency and Police Dispatchers and performance of a variety of dispatch related duties in connection with the efficient operation of the County's dispatch center. Supervision and technical assistance are provided to Emergency and Police Dispatchers. Supervision is generally received from a Deputy Sheriff Sergeant with wide leeway provided for the exercise of independent judgment and initiative when the occasion arises. Does related work as required.

MINIMUM QUALIFICATIONS: Three (3) years full-time, permanent competitive class status as an Emergency and Police Dispatcher with the Chautauqua County Office of the Sheriff.

IDENTIFICATION (ID) REQUIREMENT: Examination candidates will need to present a valid photo ID upon arrival at the examination site for purposes of examination security and candidate identification.

SUBJECTS OF EXAMINATION: Written test will test for knowledge, skills, and/or abilities in such areas as:

- 1) 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.
- 2) 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.
- 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) 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 download. 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.
- 5) Radio operations and dispatching procedures - These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.
- 6) 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.

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.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: Do **not** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test room. The presence of such devices in the test room, hallways, restrooms, may result in your disqualification.

CANDIDATES PLEASE NOTE: The New York State Department of Civil Service has not prepared a Test Guide for this examination. However, candidates may find information contained in the publication 'How to Take a Written Test' helpful in preparing for this examination. This publication is available online at: www.cs.ny.gov/testing/testguides.cfm

SPECIAL NOTES FOR PROMOTIONAL APPLICANTS

SENIORITY POINTS: will be added to an eligible's score based on the length of continuous permanent classified service. Points will be calculated as follows: 1 to 6 yrs. service - 1 point; over 6 thru 11 yrs. service - 2 points; etc. A full schedule of points may be obtained by contacting the Department of Human Resources.

ELIGIBILITY OF PREFERRED LIST CANDIDATES FOR EXAMINATION: You may apply to take this examination if your name is on a Chautauqua County preferred eligible list for a title within the promotion field for this examination.

GENERAL INFORMATION/INSTRUCTIONS

CHAUTAUQUA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of Chautauqua County to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination on the basis of age, race, (including traits historically associated with race, including but not limited to, hair texture and protective hair styles) creed, color, national origin, sexual orientation, military status, sex, disability, genetic predisposition or carrier status, marital status, arrest record or status as a victim of domestic violence, familial status, gender/gender expression, reproductive health decisions, citizenship or immigration status, or any other factor prohibited by law. Employment decisions are based on qualifications, merit and business needs. The policy can be obtained at chggov.com.

THE DIRECTOR OF HUMAN RESOURCES RESERVES THE RIGHT TO ACCEPT OR REJECT APPLICATIONS RECEIVED AFTER THE PUBLISHED LAST FILING DATE FOR THIS EXAMINATION: Applications must be either:

- A. Received at the Chautauqua County Department of Human Resources, Room 144, Gerace Office Building, Mayville, New York 14757 prior to the close of business on or before the last filing date published for this examination, or:
- B. Postmarked on or before the last filing date published for this examination. Please note that mail deposited in a mail box on the last filing date but after the post office's last pick up for that day will receive a post mark for the following day and, therefore, will not be considered a timely submission by this office.

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. **Cross-file application forms are available on the Internet at chggov.com** or by contacting the Chautauqua County Department of Human Resources, Gerace Office Building, Mayville, New York 14757. Phone (716) 753-4237.

LEGAL AUTHORIZATION TO WORK IN THE UNITED STATES: Federal Immigration Law requires employers to verify that all persons hired are legally authorized to work in the United States. If you are hired, you will be asked to swear, under penalty of perjury, that you are legally authorized to work in the U.S., and you will be required to submit proof of that authorization.

CURRENT/PROSPECTIVE MILITARY SERVICE MEMBERS: New York State Law provides for Military Make-up Tests in cases where candidates cannot attend the scheduled test on the published test date due to active military duty. You must file an application for this examination in accordance with this examination announcement and you must request the special test arrangements, which are available. If you expect to enter military service, you may still compete in this examination and be appointed or reinstated after you return from active duty. Contact our office for details.

THIS EXAMINATION IS BEING 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 dealing with the rating and review of examinations will apply to this test. The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate.

ALTERNATE TEST DATES: State and local examination policy does permit alternate test dates for certain compelling reasons. For details or to request an alternate test date, contact the Department of Human Resources.

LOCATION OF EXAM SITE: Examinations are held in Mayville unless for reasons beyond our control, we must change the test site.

VETERAN CANDIDATES: 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.

SECTION 85-a OF THE CIVIL SERVICE LAW: Effective 9/17/02, 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.

ADMISSION TO EXAMINATION: Notice to appear for the examination will be conditional, as review of applications for minimum requirements may not be made until after the written test. Call the Chautauqua County Human Resources Office if you have not received your notice 3 days before the date of the examination. You may not be admitted to the examination room without official notice.

RELIGIOUS ACCOMMODATIONS AND OTHER SPECIAL ARRANGEMENTS: 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, please contact our office so that we can make arrangements for you to take the test on a different date. Applicants with disabilities who require special arrangements should contact our office by the close of the filing period for the examination.

RATINGS REQUIRED: Tests are rated on a scale of 100 with the passing mark at 70. Unless the announcement states otherwise you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to determine whether they are qualified for appointment. In addition to meeting specific requirements, candidates must be of good moral character and habits.

MEDICAL EXAMINATION: You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.