



THE CITY OF NEW YORK
DEPARTMENT OF CITYWIDE
ADMINISTRATIVE SERVICES
APPLICATION UNIT
1 CENTRE STREET, 14th FLOOR
NEW YORK, NY 10007

BILL DE BLASIO
Mayor

LISETTE CAMILLO
Commissioner

NOTICE
OF
EXAMINATION

REQUIRED INFORMATION
APPLICATION

POLICE COMMUNICATIONS TECHNICIAN
Exam Nos. 8311 and 8331

YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY
BEFORE YOU SUBMIT YOUR APPLICATION.

WHEN TO APPLY:		APPLICATION FEE: \$54.00	
<u>Exam No.</u>	<u>Application and Scheduling Period</u>	If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.	
8311	October 26, 2017 - December 30, 2017		
8331	February 26, 2018 - April 30, 2018		
THE TEST SCHEDULE: Testing for the title of Police Communications Technician is anticipated to be held throughout the year depending on the hiring needs of the agency. Below is the schedule of testing from November 2017- April 2018:			
	<u>Exam No.</u>	<u>Testing Period</u>	
	8311	November 1, 2017 - December 30, 2017	
	8331	March 1, 2018 - April 30, 2018	
Monthly Schedule: A monthly schedule of the days and times of application, scheduling and testing will be available within the week prior to the 1 st day of each month at www.nyc.gov/dcas and at the DCAS Computer-based Testing & Applications Centers. Although the testing period for the exam numbers will be open for multiple months the available test dates and times for self-scheduling will be released on a monthly basis and specified on the monthly exam schedule.			
DCAS COMPUTER-BASED TESTING & APPLICATIONS CENTERS: This exam will be administered at the DCAS Computer-based Testing & Applications Centers:			
	<u>Manhattan</u>	<u>Brooklyn</u>	<u>Queens</u>
	2 Lafayette Street	210 Joralemon Street	118-35 Queens Boulevard
	17 th Floor	4 th Floor	5 th Floor
	New York, NY 10007	Brooklyn, NY 11201	Forest Hills, NY 11375
You may take the Police Communications Technician test at any one of the locations, but you may only take each exam number once. If you take a test with the same exam number more than once, only your first test will be rated and your additional application fee will not be refunded.			
Warning: You are not permitted to enter the test site with cellular phones, smart watches, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are not permitted. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during, or after the test, you may not receive your test results, your test score may be nullified, 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 & Applications 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, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, IDNYC, 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.			
Test dates and times are subject to change.			

WHAT THE JOB INVOLVES: Police Communications Technicians, working under direct supervision in the Police Department Communications Section, serve as 911 call-takers; obtain necessary information from callers in order to initiate emergency assistance; serve as radio dispatchers of police resources; and perform clerical, administrative and other duties related to the provision of emergency service. All Police Communications Technicians perform related work.

Some of the physical activities performed by Police Communications Technicians and environmental conditions experienced are: sitting for extended periods of time with headset on while monitoring a computer screen; typing information into the computer using a computer keyboard; coordinating eye/hand movements while handling emergency calls for the efficient use of console and computer; speaking calmly and clearly in order to elicit information and giving instructions to a continuous flow of callers under stress; listening carefully to clearly understand emergency information; making responsible judgments where timing is critical; and sitting within hearing distance of other call-takers working under similar conditions.

Special Working Conditions: You will be required to work various tours around the clock, including Saturdays, Sundays and holidays, and you will be 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 \$36,611 per annum. This rate is subject to change.

HOW TO APPLY: You may apply and schedule a reservation for a test date if you believe you meet the requirements in the "How to Qualify" section. To apply and schedule yourself for this exam you must do so through the Online Application System (OASys) at www.nyc.gov/examsforjobs. In order to apply and schedule yourself for this exam, you must have an OASys account. Once you create a new OASys account, you **may submit an application and schedule yourself for this exam. However, all new OASys accounts require verification to ensure the accuracy of candidate information. Some new OASys accounts may require up to 24 hours to be reviewed and resolved during normal business hours. An email notification will be sent to you if additional information is required. Please keep this information and the application period deadline in mind when creating your account.**

Follow the onscreen application instructions for making a reservation and 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. 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-eeexams.nyc.gov/OLEE/oasys/FAQFeeWaiver.aspx>.

If you do not have access to a computer, you may apply and schedule a reservation for a test date online at one of the DCAS Computer-based Testing & Applications Centers. The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

<u>Manhattan</u>	<u>Brooklyn</u>	<u>Queens</u>
2 Lafayette Street 17 th Floor New York, NY 10007	210 Joralemon Street 4 th Floor Brooklyn, NY 11201	118-35 Queens Boulevard 5 th Floor Forest Hills, NY 11375

For questions regarding scheduling and rescheduling refer to the Reservation and Rescheduling FAQs at <https://a856-eeexams.nyc.gov/OLEE/SeatReservation/FAQReservation.aspx>.

The administration of the test is subject to change in the event of an unforeseen occurrence. If you wish to verify the test date and time, you may call the DCAS Interactive Voice Response (IVR) system at (212) 669-1357 two hours before the test session you wish to attend to hear if the test is not being administered at that time. The recorded message will be heard after the “Thank you for calling” greeting. If there is no message regarding testing at the Centers, it means that testing will be administered as scheduled for that day.

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf and available at the DCAS Computer-based Testing & Applications 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."

If you plan to request special testing accommodations due to disability you can not use the Self-Scheduling software. Refer to the Special Test Accommodations Section at the end of this Notice of Examination for instructions on how to apply.

You will be given the test before we review your qualifications. You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked “Not Qualified,” your application fee will not be refunded.

HOW TO QUALIFY:

Education and Experience Requirements: By the **last day of the testing period for the exam number you are taking**, you must have a four-year high school diploma or its educational equivalent, plus

- 1. one year of satisfactory full-time experience performing clerical, typing, or secretarial work; or
- 2. one year of satisfactory full-time experience dealing with the public, including the obtaining of information from persons; or
- 3. the successful completion of 30 college semester credits from an accredited college or university; or
- 4. two years of active U.S. military duty with honorable discharge; or
- 5. a satisfactory combination of education and/or experience that is equivalent to 1, 2, 3, or 4 above.

However, all candidates must have a four-year high school diploma or its educational equivalent.

High school education must be approved by a State's Department of Education or a recognized accrediting organization. College education must be from an accredited college or university, accredited by regional, national, professional or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education, and by the Council for Higher Education Accreditation (CHEA).

If you were educated outside the United States, you must have your foreign education evaluated at your own expense to determine its equivalence to education obtained in the United States. You will receive instructions from the Police Department during the pre-employment screening process regarding the approved evaluation services that you may use for foreign education.

Education and experience will be investigated by the Police Department during the pre-employment screening process.

Medical and Psychological Assessment: Medical and psychological guidelines have been established for the position of Police Communications Technician. You will be examined to determine whether you can perform the essential functions of a Police Communications Technician. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable him or her to take the examination, and/or to perform the essential functions of the job.

Drug Screening Requirement: You must pass a drug screening in order to be appointed.

Residency Requirement Advisory: Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the **appointing agency's personnel office** at the time of the appointment interview to find out if City residency is required.

English Requirement: You must be able to understand and be understood in English.

Proof of Identity: Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with the City of New York.

THE TEST: You will be given a multiple-choice test at a computer terminal. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test. The multiple-choice test may include questions which may require the use of any of the following abilities:

Written Comprehension: understanding written sentences and paragraphs. Example: A Police Communications Technician might use this ability to interpret departmental operations/regulations and carry out related procedures.

Written Expression: using English words or sentences in writing so that others will understand. Example: A Police Communications Technician might use this ability when recording pertinent information received from a caller.

Memorization: remembering information, such as words, numbers, pictures and procedures. Pieces of information can be remembered by themselves or with other pieces of information. Example: A Police Communications Technician might use this ability when recalling the location of a robbery.

Problem Sensitivity: being able to tell when something is wrong or likely to go wrong. It includes being able to identify the whole problem as well as elements of the problem. Example: A Police Communications Technician might use this ability to determine the critical nature when a caller is having difficulty describing his/her medical symptoms.

Deductive Reasoning: applying general rules to specific problems and coming up with logical answers. It involves deciding if an answer makes sense. Example: A Police Communications Technician might use this ability to determine what unit to dispatch when a caller reports hearing strange sounds coming from the apartment next door.

Inductive Reasoning: combining separate pieces of information, or specific answers to problems, to form general rules or conclusions. It involves the ability to think of possible reasons for why things go together. Example: A Police Communications Technician might use this ability to interpret departmental guidelines when inputting data into the computer-based emergency response system.

Information Ordering: correctly following a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. Example: A Police Communications Technician might use this ability to follow protocol when reporting information about a specific emergency situation to related departments.

THE TEST RESULTS: If you pass the multiple-choice test, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list.

CHANGE OF MAILING AND/OR EMAIL ADDRESS: It is critical that you promptly notify DCAS of any change to your mailing and/or email address. You may miss important information about your exam(s) or consideration for appointment, including important information that may require a response by a specified deadline, if we do not have your correct mailing and/or email address. Change of mailing and/or email address requests submitted to any place other than DCAS, such as your Agency or the United States Postal Service will NOT update your records with DCAS. To update your mailing and/or email address with DCAS, you must submit a change request by mail or in person. Your request must include your full name, social security number, exam title(s), exam number(s), old mailing and/or email address, and your new mailing and/or email address. Your request can be mailed to DCAS Records Room, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

ADDITIONAL INFORMATION:

Selective Certification for Spanish: If you can speak Spanish, you may be considered for appointment 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. This 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 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, and your social security number on your correspondence.

Investigation: This position is subject to investigation before appointment. At the time of investigation, you will be required to pay a \$75.00 fee for fingerprint screening. At the time of investigation and at the time of appointment, you must present originals or certified copies of all required documents and proof, including, but not limited to, proof of a high school diploma or equivalent, date and place of birth by transcript or record of the Bureau of Vital Statistics or other satisfactory evidence, naturalization papers if necessary, and proof of any military service. Any willful misstatement or failure to present any required documents will be cause for disqualification. Investigation must be completed prior to appointment.

Probationary Period: The probationary period for Police Communications Technician is 18 months. You will be required to pass a 911 emergency call-taker training course and a radio dispatcher training course. If you fail to successfully complete the training course, you will be terminated.

SPECIAL TEST ACCOMMODATIONS: If you plan to request special testing accommodations due to disability, do not apply for an exam and self-schedule through OASys. If you apply for an exam and schedule yourself for a test date using OASys, you will have no other opportunities to request a special accommodation for that test. You must submit your application and a written request for the specific special accommodation to the Administration, Customer and Exam Support Group by e-mail at testingaccommodations@dcas.nyc.gov or by fax at (212) 313-3241. Please refer to the **Special Circumstances Guide** http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf for information on what to include in your request. Your request must be received at least fifteen business days before the date of your test.

PENALTY FOR MISREPRESENTATION: Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available at nyc.gov/dcas and at the DCAS Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 71012; Police Communications Technician Occupational Group.

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