NOTICE OF EXAMINATION

POLICE COMMUNICATIONS TECHNICIAN
Exam No. 9079

WHEN TO APPLY: From: November 7, 2018
To: November 27, 2018
APPLICATION FEE: $54.00

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

THE TEST DATE: Multiple-choice testing is expected to begin on Tuesday, January 29, 2019.

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; view pictures, videos and listen to audio attachments sent via “Text to 911”; and perform clerical, administrative and other duties related to the provision of emergency service. All Police Communications Technicians perform related work.

Special Working Conditions:
Police Communications Technicians will be required to work various tours around the clock, including Saturdays, Sundays, and holidays. Police Communications Technicians will be required on occasion to work overtime tours depending on the needs of the Department.

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. (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 $38,183 per annum. This rate is subject to change.

HOW TO QUALIFY:
You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you will not receive a score.

You will not receive credit for education which you obtain after January 31, 2019 or experience which you obtain after the end of the Application Period (November 27, 2018).

EDUCATION AND EXPERIENCE REQUIREMENTS:
1. A four-year high school diploma or its educational equivalent and
   (a) one year of satisfactory full-time experience performing clerical, typing, or secretarial work; or
   (b) one year of satisfactory full-time experience dealing with the public, including the obtaining of information from persons; or
   (c) the successful completion of 30 college semester credits from an accredited college or university; or
   (d) two years of active U.S. military duty with honorable discharge; or
2. A satisfactory combination of education and/or experience that is equivalent to 1(a), 1(b), 1(c), or 1(d) above. However, all candidates must have a four-year high school diploma or its educational equivalent. The education requirement must be met by January 31, 2019. The experience requirement must be met by the last day of the Application Period (November 27, 2018).

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The college or university must be accredited by

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE
If you were educated outside the United States, you must have your foreign education evaluated at your own expense to determine its value 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. Additionally, you will be expected to continue to perform the essential functions of a Police Communications Technician throughout your career, and may, therefore, be medically and psychologically tested periodically throughout your career. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable him or her to take these medical and psychological examinations, 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 an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

**HOW TO APPLY:**
If you believe you meet the requirements in the "How to Qualify" section, submit an application on 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 email address is required to file 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 submit an application to ensure the accuracy of candidate information. Verification is instantaneous for most accounts, but some accounts may require up to two (2) business days to be reviewed by a staff member and resolved. Email notification will be sent to those creating accounts that require additional documentation before they can be 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-eeexams.nyc.gov/OLE/oasys/FAQFeeWaiver.aspx.

You may come to the DCAS Computer-based Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams) or to submit documentation for a fee waiver. The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

<table>
<thead>
<tr>
<th>Manhattan</th>
<th>Brooklyn</th>
<th>Queens</th>
<th>Staten Island</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Lafayette Street</td>
<td>210 Joralemon Street</td>
<td>118-35 Queens Boulevard</td>
<td>135 Canal Street</td>
</tr>
<tr>
<td>17th Floor</td>
<td>4th Floor</td>
<td>5th Floor</td>
<td>3rd Floor</td>
</tr>
<tr>
<td>New York, NY 10007</td>
<td>Brooklyn, NY 11201</td>
<td>Forest Hills, NY 11375</td>
<td>Staten Island, NY 10304</td>
</tr>
</tbody>
</table>

The **DCAS Computer-based Testing & Applications Centers will be closed on Saturday, November 22, 2018.**

**Special Circumstances Guide:** This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.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."

**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 may be given at a computer terminal or in paper and pencil format. You will be informed of the format on your Admission Notice. 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 requiring 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.

**Qualifying Typing Skills Test**: Immediately after the multiple-choice exam, you will be required to meet the skill requirement of keyboard familiarity by demonstrating the ability to type accurately on a personal computer at a minimum speed of 40 words per minute after errors are deducted. You must meet this requirement in order to be appointed.

**EXAM SITE ADMISSION**: You will be sent an Admission Notice in the mail about 10 days before the date on which testing is expected to begin. If you do not receive an Admission Notice at least 4 days before the date on which testing is expected to begin, you must go to Administration, Customer, and Exam Support, 1 Centre Street, 14th Floor, Manhattan, to obtain an Admission Notice. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

**Warning**: You are not permitted to enter the test site with electronic devices including, but 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 any type of 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.

**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 AND/OR EMAIL ADDRESS**: It is critical that you promptly notify DCAS of any change to your mailing address and/or email address. If we do not have your correct mailing and/or email address, you will not receive information about your examination, consideration for appointment and/or important information that may require a response by a specified deadline. Change of mailing and/or email address requests submitted to any agency other than DCAS, such as to 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 the change request by mail or in person. Your 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. 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. The following link will provide you with the DCAS Data Correction Form: http://www.nyc.gov/html/dcas/downloads/pdf/misc/dp148a.pdf.

**THE TEST RESULTS**: If you pass the multiple-choice test and the qualifying typing test, 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 mail of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all the required and/or special test conditions, you will be considered for appointment 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 system go to: http://www.nyc.gov/html/dcas/html/work/civilservice_1.shtml.

**SPECIAL ARRANGEMENTS**: 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;

Example: A Police Communications Technician might use this ability to identify the critical nature when a caller is having difficulty describing his/her medical symptoms.

Examiner: This ability involves determining what unit to dispatch when a caller reports hearing strange sounds coming from an apartment next door.

Interviewer: This ability is used to combine separate pieces of information, 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.

Examiner: Acceptable forms of identification for this test include a 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.

Examiner: Your test score will be nullified 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.

Examiner: If you fail the multiple-choice test and the qualifying typing test, 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 mail of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all the required and/or special test conditions, you will be considered for appointment 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 system go to: http://www.nyc.gov/html/dcas/html/work/civilservice_1.shtml.

Examiner: Make-up tests are available for candidates who 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 in person or by mail at 1 Centre Street, 14th Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

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 courses, you will be terminated.

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