



Citywide Administrative Services

BILL DE BLASIO  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LISETTE CAMILO  
Commissioner

## NOTICE OF EXAMINATION

### PROMOTION TO SUPERVISING POLICE COMMUNICATIONS TECHNICIAN

Exam No. 9513

**WHEN TO APPLY:** From: November 7, 2018

**APPLICATION FEE:** \$68.00

To: November 27, 2018

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2% of the payment amount. This fee is nonrefundable.

**THE TEST DATE:** The multiple-choice test is expected to be held on **Saturday, March 16, 2019.**

**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 judgment, 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.

#### Special Working Conditions:

Supervising Police Communications Technicians are 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.

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 judgments where timing is critical; speaking with the public, when required, and making continuous telephone notifications to units within the department and outside agencies.

(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 \$50,780 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 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, submit an application on the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://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 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/OLEE/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:

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

**The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, November 10, 2018, Monday, November 12, 2018, and Thursday, 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](http://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."

**THE TEST:**

The multiple-choice test may be given at a computer terminal or in a paper and pencil format. You will be informed of the format on your Admission Notice. 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-Schedules, Forms, Reports and Logs; Equipment - Functioning, Operation and Inspection of Equipment; Interactions with Other Supervisors, Other City Agencies and Other Departments; Evaluation, Counseling, and Discipline of Personnel; and Supervision, Instruction and Operational Responsibilities.

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 abilities:

**Analysis:** Identifying problems, securing relevant information, relating data from different sources, and identifying possible causes of problems. Example: A Supervising Police Communications Technician may use this ability for the review of tapes and line of questions.

**Behavioral Flexibility:** Modifying one's approach to most effectively meet the needs of the situation. Example: A Supervising Police Communications Technician may use this ability when dealing with personnel and enforcing procedures.

**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.

**Development of Subordinates:** Developing the skills and competencies of subordinates through training and development activities related to current and future jobs. Example: A Supervising Police Communications Technician may use this ability when giving in-service training, training for new functions and using monitoring as a teaching tool.

**Judgment:** Developing alternative courses of action and making decisions based on logical assumptions that reflect factual information. Example: A Supervising Police Communications Technician may use this ability when moving people around or knowing who is apt for which assignment.

**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.

**Organizational Sensitivity:** Action that indicates an awareness of the impact and implications of decisions on other components of the organization. Example: A Supervising Police Communications Technician may use this ability for referral to EAU (Employee Assistance Unit).

**Planning and Organizing:** Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignment of personnel and appropriate allocation of resources. Example: A Supervising Police Communications Technician may use this ability when preparing break times, roll call, floor plans, etc.

**Sensitivity:** Actions that indicate a consideration for the feelings and needs of others. Example: A Supervising Police Communications Technician may use this ability for referral to EAU (Employee Assistance Unit) or personnel officers.

**Technical Translation:** Demonstrating knowledge of the meaning of technical/professional terminology used on the job. Example: A Supervising Police Communications Technician may use this ability when referring to jargon, codes and abbreviations.

**Work Standards:** Setting high goals or standards of performance for self, subordinates, others and organization. Dissatisfied with average performance. Example: A Supervising Police Communications Technician may use this ability in relation to CPR (Courtesy, Professionalism, Respect), patience, and setting an example as a supervisor.

**Written Communication:** Clear expression of ideas in writing and use of good grammatical form. Example: A Supervising Police Communications Technician may use this ability when writing evaluations, monitoring operations, and reporting violations, etc.

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:**

You will be sent an Admission Notice in the mail about 10 days before the date on which the test is expected to be held. If you do not receive an Admission Notice at least 4 days before the date on which the test is expected to be held, 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 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 the test site 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 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 exam(s), consideration for promotion 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 are marked eligible, 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. 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 system go to: [http://www.nyc.gov/html/dcas/html/work/civilservice\\_1.shtml](http://www.nyc.gov/html/dcas/html/work/civilservice_1.shtml).

**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 but on or before the date of the multiple-choice test.

**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 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 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. 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.

**PENALTY FOR MISREPRESENTATION:**

Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.

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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](http://nyc.gov/dcas) and copies are available at the DCAS Computer-based Testing & Applications 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](http://nyc.gov/dcas)**