



THE CITY OF NEW YORK  
 DEPARTMENT OF CITYWIDE  
 ADMINISTRATIVE SERVICES  
 APPLICATION UNIT  
 1 CENTRE STREET, 14<sup>TH</sup> FLOOR  
 NEW YORK, NY 10007

REQUIRED INFORMATION
APPLICATION

MICHAEL R. BLOOMBERG  
 Mayor

EDNA WELLS HANDY  
 Commissioner

# NOTICE OF EXAMINATION

## FIRE ALARM DISPATCHER

Exam No. 4076

**WHEN TO APPLY:** From: October 2, 2013 To: October 22, 2013 **APPLICATION FEE:** \$47.00

**THE TEST DATE:** The multiple-choice test is expected to be held on **Saturday, January 25, 2014.**

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

**WHAT THE JOB INVOLVES:** Fire Alarm Dispatchers, under direct supervision in a Communications facility or under general supervision in the field, receive and transmit alarms of fire and emergency using various systems including the Computer Assisted Dispatch System (CADS), Mobile Data Terminals (MDTs), telephone, voice alarm, Emergency Reporting System (ERS), two-way radios, PC-based database programs, etc.; receive and process calls in regard to administrative issues or complaints from FDNY field units, other FDNY bureaus, City agencies and/or the public; interpret information received and use the computer keyboard to enter data into the computer for release to fire companies; determine the amount and type of apparatus, and which units to send to alarms; relocate companies as needed; adjust the number and/or type of units at fire scenes based on the condition and/or predetermined response assignment protocols; operate department radio and voice alarm systems to announce alarms and receive fire company acknowledgments of response to alarms; announce special messages and notify designated parties of incidents, as required. All Fire Alarm Dispatchers perform related work.

Some of the physical activities performed by Fire Alarm Dispatchers and environmental conditions experienced are: speaking in a clear and understandable manner by telephone, Voice Alarm System, or radio; giving instructions to, and dispatching fire companies using a keyboard to access computer screens for initial alarm entry, reviewing data and/or inputting updates; eliciting pertinent information from callers who may be under stress; distinguishing between and acting upon indications of alarms which may be received in a Communications office in the form of lights, buzzers, bells or computer queue alert; visually observing equipment that has various colored lights which reflect changing conditions; and using a keyboard to access computer screens for reviewing or inputting updates and/or changes in data.

**Special Working Conditions:** Fire Alarm Dispatchers will be required to work rotating shifts including nights, Saturdays, Sundays, and holidays in any or all Communications facilities. Regularly scheduled shifts are 12 hours minimum in duration, however, the position may require being ordered to work beyond the regularly scheduled shift and on days off.

(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 \$34,783 per annum. Incumbents will receive salary increments reaching \$57,514 per annum at the completion of five years employment. All rates are subject to change. In addition, employees receive holiday, night differential and overtime pay.

**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](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, Hotmail, and AOL, offer free email addresses. 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. You may come to the DCAS Computerized Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams).

The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

**Manhattan**  
 2 Lafayette Street  
 17<sup>th</sup> Floor  
 New York, NY 10007

**Brooklyn**  
 210 Joralemon Street  
 4<sup>th</sup> Floor  
 Brooklyn, NY 11201

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**The Computerized Testing & Application Centers will be closed on Monday, October 14, 2013.**

**Special Circumstances Guide:** This guide is located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/exam\\_special\\_circumstances.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf) and available at the DCAS Computerized Testing & Applications Centers. This guide gives important information about 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."

**HOW TO QUALIFY:** You may be given the multiple-choice 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 and you will not receive a score.

**Education and Experience Requirements:** By **January 31, 2014** you must have a four-year high school diploma or its educational equivalent, approved by a State's Department of Education or a recognized accrediting organization. By **October 22, 2013** you must have two years of satisfactory experience, within the last five years, in one of the following categories:

1. full-time paid experience as an airport or railroad traffic controller, fire alarm dispatcher in a Class "A" Fire Alarm System, or in a radio or telephone call receiving or dispatching position in an emergency communications facility dedicated to Police, Fire or EMS operations; or
2. full-time paid or unpaid non-firefighting/fire dispatching experience handling the receipt of multiple, simultaneous calls and radio dispatching in response thereto in a U.S. military facility or with the motor fleet of a company, such as a car service, plumbing or oil company, or postal or express delivery service; or
3. full-time paid firefighting and/or fire dispatching experience as a member of a municipal or federal fire service/department or the New York City Fire Patrol; or
4. service as a firefighter or fire dispatching member in good standing of a recognized volunteer fire department. To be creditable, such service will be evaluated in accordance with the bylaws established by the volunteer fire department, which must detail the minimum yearly service requirements for being a member in good standing. Written verification will be required from the highest ranking member of the volunteer fire department that this requirement has been satisfied.

**The education requirement must be met by January 31, 2014. The experience requirement must be met by October 22, 2013.**

Following are some examples of experience that are **not acceptable** for meeting the requirements described in 1 or 2 above: housing superintendent, hospital page operator, radio motor patrol vehicle operator (or other vehicle operators who receive and/or transmit messages over a mobile radio), hospital telephone operator, customer service representative, call center representative and airport dispatcher other than air traffic controller.

A maximum of one year of satisfactory experience will be credited for each 12 month period. Part-time satisfactory experience will be pro-rated and credited in lieu of, but not in addition to, full-time satisfactory experience during the same 12 month period.

If you were educated outside of the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. This is required only if you need credit for your foreign education on this examination. You will receive instructions from the Fire 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 Fire Department during the pre-employment screening process.

**Medical Requirement:** Medical guidelines have been established for the position of Fire Alarm Dispatcher. You will be examined to determine whether you can perform the essential functions of the position of Fire Alarm Dispatcher. 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:** Any person employed as a Fire Alarm Dispatcher must be a resident of the City of New York or of Nassau, Westchester, Suffolk, Orange, Rockland or Putnam counties.

**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. Your score on this test will be used to determine your place on an eligible list. You must achieve a passing score on the multiple-choice test in order to be eligible for further consideration in the selection process.

The multiple-choice test will include questions which may require the use of any of the following abilities:

**Auditory Attention:** focusing on a single source of auditory information in the presence of other distracting and irrelevant auditory stimuli.

**Deductive Reasoning:** applying general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense.

**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.

**Information Ordering:** following correctly a given rule or set of rules to arrange things 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.

**Memorization:** remembering information such as words, numbers, pictures and procedures. Pieces of information can be remembered by themselves or with other pieces of information.

**Oral Comprehension:** understanding spoken English words and sentences.

**Perceptual Speed:** involves the degree to which one can compare letters, numbers, objects, pictures or patterns, quickly and accurately. The things to be compared may be presented at the same time one after the other. This ability also includes comparing a presented object with a remembered object.

**Problem Sensitivity:** being able to tell when something is wrong or is likely to go wrong. Problem sensitivity includes being able to identify the whole problem as well as the elements of the problem.

**Speech Recognition:** identifies and understands the speech of another person.

**Time Sharing:** is the ability to shift back and forth between two or more sources of information.

**Written Comprehension:** understanding written sentences and paragraphs.

**Warning:** You are not permitted to enter the test site with calculators, cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. 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 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.

**ADMISSION NOTICE:** You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the test date, you must go to the Exam Support Group, 1 Centre Street, 14<sup>th</sup> Floor, Manhattan, to obtain a duplicate notice.

**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.

**ADDITIONAL INFORMATION:**

**Selective Certification for Foreign Language and/or American Sign Language:** If you can speak Chinese (Cantonese or Mandarin), French, Creole (Haitian), or American Sign Language, 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 documentation by mail to: DCAS Bureau of Examinations - USEG, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

**SPECIAL ARRANGEMENTS:**

**Make-up Test:** You may apply for a make-up test if you cannot take the test on the regular test date 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 for one week following 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; or
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the Exam Support Group in person or by mail at 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your exam.

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

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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](http://nyc.gov/dcas) and at the DCAS Computerized Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 71010; Fire Alarm Dispatching 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)**