



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

BILL DE BLASIO  
 Mayor

LISETTE CAMILO  
 Commissioner

# NOTICE OF EXAMINATION

**PROMOTION TO PRINCIPAL POLICE COMMUNICATIONS TECHNICIAN**

**Exam No. 6519**

<p><b>WHEN TO APPLY:</b> From: <b>January 6, 2016</b></p> <p style="padding-left: 100px;">To: <b>January 26, 2016</b></p> <p><b>THE TEST DATE:</b> The multiple-choice test is expected to be held on <b>Saturday, April 30, 2016.</b></p>	<p><b>APPLICATION FEE: \$68.00</b></p> <p><b>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.</b></p>
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**YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY BEFORE YOU SUBMIT YOUR APPLICATION.**

**WHAT THE JOB INVOLVES:** At Assignment Level I, under supervision, with latitude for independent initiative, judgement, and decision-making, Principal Police Communications Technicians perform responsible supervisory and administrative duties, including serving as Borough Coordinator. They supervise, direct, and coordinate the efficient and effective delivery of 911 Emergency System services with overall responsibility for activities at the Borough level; supervise Supervising Police Communications Technicians; oversee and direct the preparation of daily work schedules and assignments; assist in the clearing of alerts and backlogs and ensure that priority calls are processed; train and evaluate personnel; prepare reports and communications; may supervise and direct personnel providing critical support functions within the Communications Division; and perform related work. In the temporary absence of the supervisor, they may assume the duties of that position. All Principal Police Communications Technicians perform related work.

**Special Working Conditions:** You will be required to work various tours around the clock, including Saturdays, Sundays, and holidays, and will be required on occasion to work overtime hours 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 \$54,803 per annum. This rate is subject to change. There are three assignment levels within this class of positions. After promotion, employees may be assigned to higher level duties at the discretion of the agency.

**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 24 hours 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.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

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

**The DCAS Computer-based Testing & Applications Centers will be closed on Monday, January 18, 2016.**

**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."

**ELIGIBILITY TO TAKE EXAMINATION:** This examination is open to each employee of the New York City 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 Supervising 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 incumbents 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.

**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 one year.

**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 Principal Police Communications Technician. Some test questions may be answered on the basis of documents and/or other information supplied to you on the day of the test and may assess your ability to judge actions regarding hypothetical problems and decisions, but all questions will relate to the following job task categories:

**Preparation and Review of Written Documents, Forms, Logs and Reports:** These tasks involve the preparation or review of documents, forms, logs, reports, etc., for accuracy and completeness. The forms may be captioned (fill-in-the-blank), written narrative or a combination of both.

**Function, Operation and Inspection of Equipment:** These tasks involve the functioning, operation and inspection of equipment to ensure that adequate equipment is available.

**Communication of Information to Staff, Other Agencies and the Public:** These tasks involve interacting with people from the agency, other agencies, and the public.

**Assignment and Scheduling of Personnel and Adjustment of Work Schedules:** These tasks involve scheduling personnel and/or adjusting schedules as needed.

**Training, Evaluating, Counseling and Disciplining Staff:** These tasks pertain to training, evaluating, counseling and disciplining staff. It includes conducting formal evaluations.

**Supervision of Personnel and Directing Activities:** These tasks involve directing and coordinating activities for an assigned borough and monitoring subordinates.

Questions based upon the above task categories may require the use of any of the following skills/abilities:

**Identifying Problems and Making Decisions** - includes abilities such as Analytical Thinking; Planning and Organizing; and Innovation. A Principal Police Communications Technician might need this ability when preparing and reviewing performance evaluations.

**Working Effectively** - includes abilities such as Management of Personnel Resources; Monitoring; Persistence; and Adaptability/Flexibility. A Principal Police Communications Technician might need this ability when reviewing staffing to ensure that adequate personnel is available to efficiently process calls for assistance.

**Communicating** - includes abilities such as Written Comprehension and Written Expression. A Principal Police Communications Technician might need this ability when preparing reports and internal correspondence.

**Interacting with Others** - includes abilities such as Persuading and Influencing Others; Conflict Resolution; Concern for Others; Coaching and Mentoring; and Teamwork. A Principal Police Communications Technician might need this ability when dealing with personnel problems and resolving schedule conflicts.

**Acting Responsibly** - Integrity; Dependability; Achievement/Effort; Initiative and Independence; Attention to Detail; and Updating and Using Relevant Knowledge. A Principal Police Communications Technician might need this ability when assisting subordinates with difficult calls.

Questions based upon the above task categories may also require mastery of knowledge based on materials in effect through March 1, 2016, such as the E-911 Calltakers Guide, Radio Dispatchers Guide, Civilian Handbook (Including Addendum), Supervisor's Guide, Updated Mobilization Procedures and Equal Employment Opportunity Policy. There may also be questions on standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended.

Required technical knowledge may relate to: Basic telephone operation; ACD panel operation; SPRINT computer operation; Radio Dispatcher console/control panel operation and patching; 10-13; threats against officials; kidnappings; emergency blood requests; rapid mobilizations; transporting of critically injured MOS to major trauma centers; releasing police information; making field decisions; assigning of monitoring Dispatchers and ACD; required notifications; back-up slips; alerts; and backlogs.

**Warning:** You are not permitted to enter the test site with cellular phones, 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 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, State issued identification card, 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.

**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 Administration, Customer and Exam Support Group, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007, to obtain a duplicate notice. Test site assignments will take your address into consideration, but proximity cannot be guaranteed.

**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. If you meet all requirements and conditions, you will be considered for promotion 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 address 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 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 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, 14<sup>th</sup> Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

**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 on which testing is expected to begin.

**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 the Administration, Customer and 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 test.

**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 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 Computer-based Testing and Applications Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 71014; 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)**