



THE CITY OF NEW YORK
 DEPARTMENT OF CITYWIDE
 ADMINISTRATIVE SERVICES
 APPLICATIONS CENTER
 18 WASHINGTON STREET
 NEW YORK, NY 10004

REQUIRED FORMS
APPLICATION FORM

MICHAEL R. BLOOMBERG
 Mayor

MARTHA K. HIRST
 Commissioner

NOTICE OF EXAMINATION

PROMOTION TO PRINCIPAL POLICE COMMUNICATIONS TECHNICIAN

Exam. No. 6533

WHEN TO APPLY: From: March 7, 2007 **APPLICATION FEE: \$45.00**
 To: March 27, 2007 *Payable only by money order to D.C.A.S. (EXAMS)*

THE TEST DATE: The multiple-choice test is expected to be held on **Saturday, June 23, 2007.**

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; and may supervise and direct personnel providing critical support functions within the Communications Division. In the temporary absence of the supervisor, they may assume the duties of that position.

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 \$44,621 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, refer to the "Required Form" section below for the form that you must fill out. Return the completed form and the application fee to DCAS Applications Section, 1 Centre Street, 14th floor, New York, NY 10007 **by mail only**. DCAS will not accept applications in person from candidates. If you are marked "Not Eligible," your application fee will not be refunded and you will not receive a score.

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 in 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.)

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 the application. If you are marked "Not Eligible," 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.

REQUIRED FORM:

Application for Examination: Make sure that you follow all instructions included with your application form, including payment of fee. Save a copy of the instructions for future reference.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

THE TEST: You will be given a multiple-choice test. 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 ½ 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 may include questions on: preparation and review of written documents, forms, logs and reports; the function, operation and inspection of equipment; communication of information to staff, other agencies and the public; assignment and scheduling of personnel and adjustment of work schedules; training, evaluating, counseling and disciplining staff; and supervision of personnel and directing activities.

The test will include questions which may require mastery of technical knowledge based on such materials as: Policies and procedures contained in the E-911 Calltakers Guide, the Radio Dispatchers Guide, the Civilian Handbook, Addendum to the Civilian Handbook, and the Supervisor's Guide; Updated Mobilization Procedures; Equal Employment Opportunity Policy; standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas.

Questions may address any of the following areas: procedures regarding basic telephone operation, ACD panel operation, Sprint computer operation, Radio Dispatcher console/control panel operation, patching, CCMIS/PNIACLE, threats against officials, kidnappings, emergency blood requests, rapid mobilizations, transport of critically injured MOS to major trauma centers, releasing police information, refraining from making field decisions, assignment of monitoring Dispatchers and ACD, required notifications, back-up slips, alerts, and backlogs.

The test also will include questions which may require the use of any of the following abilities:

Written Communication: Clear expression of ideas in writing and use of good grammatical form.

Delegation: Utilizing subordinates effectively; allocating decision making and other responsibilities to the appropriate subordinates.

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.

Organizational Sensitivity: Action that indicates an awareness of the impact and the implications of decisions on other components of the organization.

Sensitivity: Actions that indicate a consideration for the feelings and needs of others.

Analysis: Identifying problems, securing relevant information, relating data from different sources, and identifying possible causes of problems.

Judgment: Developing alternative courses of action and making decisions based on logical assumptions that reflect factual information.

Decisiveness: Readiness to make decisions, render judgments, take action, or commit oneself.

Work Standards: Setting high goals or standards of performance for self, subordinates, others, and organization. Dissatisfied with average performance.

Technical Translation: Demonstrating knowledge of the meaning of technical/professional terminology used on the job.

Behavioral Flexibility: Modifying one's approach to most effectively meet the needs of the situation.

Development of Subordinates: Developing the skills and competencies of subordinates through training and development activities related to current and future jobs.

You may be required to answer some questions on the basis of documents or other information supplied to you on the date of the multiple-choice test. Questions will be based upon Regulations, Policies, Procedures, Bulletins, Publications and Department Orders in effect through May 1, 2007.

ADMISSION CARD: You should receive an Admission Card in the mail about 10 days before the date of the test. If you do not receive an Admission Card at least 4 days before the test date, you must go to the Examining Service Section, 1 Centre Street, 14th floor, Manhattan, to obtain a duplicate card.

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.

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.

Special Test Accommodations: If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief, follow the instructions included with the "Application for Examination."

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;
- (3) absence for one week following the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner;
- (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 Examining Service Section, 1 Centre Street, 14th floor, New York, NY 10007, in person or by certified mail as soon as possible and provide documentation of the special circumstances.

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 in the Applications Center of the Division of Citywide Personnel Services, 18 Washington Street, NY, NY.

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**