



Yates County Office of Civil Service
417 Liberty Street
Penn Yan, NY 14527

EXAM ANNOUNCEMENT
Senior Emergency Services Dispatcher #60072590
[OPEN COMPETITIVE]

**YATES COUNTY ANNOUNCES AN OPEN COMPETITIVE EXAMINATION FOR
SENIOR EMERGENCY SERVICES DISPATCHER (EXAM #60072590)**

Type of Appointment:	Permanent	Rate of Pay:	\$27.68 per hour (2026 Start Rate)
Position Status:	Full Time		
Classification:	Competitive		
Location:	Yates County	Contract:	Council 82 Emergency Communications Unit, Group 2
Department:	Sheriff's Office – 911 Communications Center		
Vacancies:	The resulting eligible list will be used to fill current or future vacancies which may occur.	Exam Date:	January 30, 2027
Residency Requirement:	Candidates must be legal residents of Yates, Seneca, Steuben, Schuyler, or Ontario County 30 days prior to submitting your application.	Application Fee:	\$17.00 (non-refundable)
Posted:	October 29, 2026	Application Deadline:	December 30, 2026

SCOPE OF EXAMINATION

Coding/decoding information

These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions will be provided; no previous knowledge of or training in any coding system is required.

Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

Following directions (maps)

These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

Retaining and comprehending spoken information from calls for emergency services

These questions test for your ability to retain specific information that is heard in calls for emergency service, such as a street address, or to comprehend spoken information from emergency service calls, such as determining the location of a site in relation to landmarks. Simulated 911 calls will be played via MP3 download. Immediately following each call, candidates are given audio instructions identifying which questions they are to answer within the test booklet. The questions that candidates are directed to answer for each simulated call will not be in sequential order. Candidates will need to retain and comprehend the information and instruction provided in this portion of the test to respond appropriately to the questions asked and to determine which questions to answer. The time allotted to answer these questions will be limited. At the end of each answer period, the MP3 download will automatically play the next call. Note paper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions.

Radio operations and dispatching procedures

These questions test for knowledge of two-way radio systems and operations and may cover dispatching procedures when appropriate.

Supervision and training

These questions test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting established goals. The supervisory questions cover such areas as assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training questions cover such areas as determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.

Calculator: Allowed

Test guide: The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

SENIOR EMERGENCY SERVICES DISPATCHER - JOB DESCRIPTION

DISTINGUISHING FEATURES OF THE CLASS:

This class has responsibility for supervising an Emergency Service Communication Center. The incumbent trains and supervises Emergency Services Dispatchers, evaluates performance, implements program policy and performs related administrative tasks. The work is performed with the constant pressure of providing emergency assistance without error that could be life threatening to the public. The incumbent performs dispatching duties as necessary. Work is performed under general direction with leeway for the exercise of independent judgment within established policy. Does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only):

- Supervises Emergency Services Dispatchers including evaluating work performance, scheduling shifts, authorizing use of leave, discipline, and training of new employees;
- Prepares reports concerning the communication center activities including payroll records, leave usage, and activities reports;
- Performs dispatching duties including answering radio transmissions, making requested referrals, and dispatching emergency units;
- Performs computer data entry operations to access statewide Police Information Network;
- Ensures communications center is stocked with required supplies and materials and all equipment is operational;
- Performs other duties as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the practices and procedures of the operation of Emergency Service Radio, telephone, and related communication center equipment;
Thorough knowledge of emergency service terminology;
Thorough knowledge of the geography of the county;
Thorough knowledge of the various emergency services mutual aid plans in force in the county;
Good knowledge of the principles and practices of supervision;
Ability to plan and supervise the work of others;
Ability to train new employees in the correct procedures and conduct in the communications center;
Ability to control telephone communications with distraught, confused callers, through calm, carefully directed interrogation to obtain all necessary information regarding services;
Ability to speak in a clear voice with good diction;
Ability to exercise good judgment, tact, and courtesy in difficult, stressful situations;
Ability to prepare and maintain records and reports;
Ability to follow oral and written instructions;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS – OPEN COMPETITIVE:

- a) Graduation from high school or possession of a high school equivalency diploma, AND four (4) years of experience as a dispatcher in an emergency services organization; OR
- b) Three (3) years of experience in the title of Emergency Services Dispatcher (HELPS) with the Yates County Sheriff's Office. **HELPS appointments apply to any employee hired to this title since September 15, 2023.**

**For promotional applicants hired to the title of Emergency Services Dispatcher prior to September 15, 2023, please see the Exam Announcement for promotional exam #70038930.*

PHYSICAL AND MEDICAL REQUIREMENTS:

In accordance with Public Safety Answering Point (PSAP) Standards, appointment is contingent upon successful completion of a background check, medical examination, with specific standards for hearing, and psychological testing.

***ANTICIPATED ELIGIBILITY:** According to Civil Service Law, section 54, which became effective September 4, 2024, applicants who are **within 12 months** of meeting the **minimum educational requirements** (from the date of examination), may take the Civil Service exam, but will be restricted from certification until such a time that the minimum educational requirements are met.

BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS: Each candidate will be subject to a thorough background investigation. Applicants may be required to authorize access to educational, financial, employment, criminal history, mental health records or other records. Conviction of a felony will bar appointment. Conviction of a misdemeanor or other offense is subject to evaluation and may bar appointment. Additional investigations may include but are not limited to questionnaires, interviews and background checks of any nature. At the discretion of the employing law enforcement agency, candidates may be subject to additional screenings as a term and condition of employment, including but not limited to fingerprinting, polygraph and psychological testing. Drug testing is included in the required medical exam. Failure to meet the standards for any screenings may result in disqualification.

EEOE / DISCLAIMER:

Yates County is an Equal Employment Opportunity Employer. Yates County does not unlawfully discriminate in employment because of age, race, creed, color, national origin, sex, sexual orientation, disability, marital status, arrest and/or criminal conviction record unless based on a bona fide occupational qualification or other exception, genetic predisposition, or domestic violence victim status.

The Yates County Personnel Office is responsible for job titles for all public employment positions within Yates County, excluding NYS Department of Education positions. There are numerous job titles that are shared between all of our appointing authorities. **Exam announcements** that are distributed for a job title you have within your workforce does not automatically mean that position is vacant, will become vacant or is currently being recruited for. It is the Personnel Officer's responsibility to be prepared for anticipated job vacancies, therefore, exams may be given in anticipation of upcoming retirements, promotions, etc. Requests to order exams may be submitted by appointing authorities as well. The majority of all Civil Service exams are scheduled by NYS Civil Service. Some exams, for example, are only given every 4 years, so it is in our best interest to give such exams when offered in order to be prepared. If a position is vacant or will become vacant, a **Vacancy Announcement** will be distributed and, on that announcement, it includes the work location along with other pertinent details pertaining to the location for which the vacancy will occur. **Exam Announcements are different from Vacancy Announcements and should not be misconstrued as being an advertisement for an open position.**