



Citywide Administrative Services

BILL DE BLASIO  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LISETTE CAMILO  
Commissioner

## NOTICE OF EXAMINATION

### FIRE ALARM DISPATCHER

Exam No. 9007

**WHEN TO APPLY:** From: May 1, 2019

**APPLICATION FEE:** \$54.00

To: May 21, 2019

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.00% of the payment amount. This fee is nonrefundable.

**THE TEST DATE:** Multiple-choice testing is expected to begin on **Tuesday, July 30, 2019.**

**YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE 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 New York City Fire Department (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.

#### 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.

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.

(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 \$38,403 per annum. Incumbents will receive salary increments reaching \$63,500 per annum at the completion of five years of employment. All rates are subject to change. In addition, employees receive holiday, night differential and overtime pay.

#### HOW TO QUALIFY:

You will be given the test before your qualifications are verified. You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you may not receive an Admission Notice or score. (For more information see Exam Site Admission section.)

You will **not** receive credit for education which you obtain after June 30, 2019 or experience which you obtain after the end of the Application Period (May 21, 2019).

#### EDUCATION AND EXPERIENCE REQUIREMENTS:

1. An associate degree or 60 semester credits from an accredited college or university; **or**
2. A four-year high school diploma or its educational equivalent **and** two years of satisfactory, full-time experience in one of the following:

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

- (a) As an airport or railroad traffic controller; as a fire alarm dispatcher in a Class "A" Fire Alarm System; or in radio or telephone call receiving and/or dispatching position in an emergency communications facility dedicated to Police, Fire or EMS operations; **or**
  - (b) As a paid or unpaid dispatcher handling the receipt of multiple, simultaneous calls and radio dispatching in response thereto in a non-firefighting or fire or Emergency Medical Services (EMS) dispatching capacity in a U.S. military facility, a Parks Department, a Sanitation Department, a Medical Service, a Department of Environmental Protection, or in a motor fleet such as a car service; **or**
  - (c) As a paid firefighter and/or fire dispatcher as a member of a municipal or federal fire service/department or the New York City Fire Patrol; **or**
  - (d) Service as a Firefighter or EMS Medical Tech or Fire/EMS dispatching member in good standing of a recognized volunteer Fire/EMS 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 requirement for being a member in good standing. Written verification will be required from the highest-ranking member of the volunteer service that the member in good standing requirement has been satisfied; **or**
3. A satisfactory combination of education and/or experience equivalent to "1" or "2" above. Honorable full-time U.S. military service may be substituted for experience as described in "2" above, on a year-for-year basis, up to two years of military service for two years of experience. However, all candidates must possess a four-year high school diploma or its educational equivalent.

**The education requirement must be met by June 30, 2019. The experience requirement must be met by the last day of the Application Period (May 21, 2019).**

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The college or university must be accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

**NOTE:** Experience as a housing superintendent, hospital page operator, hospital telephone operator, customer service representative, or airport dispatcher is **not acceptable** as experience listed in (a) or (b) above. **However**, experience as an air traffic controller, radio motor patrol vehicle operator, or another kind of vehicle operator who receives and/or transmits messages over a mobile radio is acceptable.

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 FDNY during the preemployment screening process regarding the approved evaluation services that you may use for your foreign education.

Education and experience will be investigated by the FDNY 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:**

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.

**HOW TO APPLY:**

If you believe you meet the requirements in the "How to Qualify" section, apply using 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 apply 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 apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and 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-exams.nyc.gov/OASysWeb/Home/Faq>

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online. The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

**Manhattan**

2 Lafayette Street  
17th Floor  
New York, NY 10007

**Brooklyn**

210 Joralemon Street  
4th Floor  
Brooklyn, NY 11201

**Queens**

118-35 Queens Boulevard  
5th Floor  
Forest Hills, NY 11375

**Staten Island**

135 Canal Street  
3rd Floor  
Staten Island, NY 10304

**Bronx**

1932 Arthur Avenue  
2nd Floor  
Bronx, NY 10457

**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 paper and pencil format. You will be informed of the format on your Admission Notice. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test.

The multiple-choice test is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of a Fire Alarm Dispatcher. Task areas to be tested are as follows: Gathers/Receives Information, Provides Information/Makes Notifications, Monitors Status/Maintains Coverage, Makes Decisions/Coordinates, Maintains Equipment, Performs Clerical/Administrative Duties, Manual Tasks, and Outside Plant Activities.

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. Example: A Fire Alarm Dispatcher may use this ability when focusing on a call from the public while the status from each unit in the field is broadcast out loud.

**Deductive Reasoning:** applying general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. Example: A Fire Alarm Dispatcher may use this ability when a caller complains of a ceiling collapse and the Fire Alarm Dispatcher questions the caller to determine if the collapse is the result of a water leak or a major structural failure.

**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. Example: A Fire Alarm Dispatcher may use this ability when a caller reports an auto accident and the Fire Alarm Dispatcher questions the caller to determine if the accident occurred on a City street or a limited access highway.

**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. Example: A Fire Alarm Dispatcher may use this ability when a caller complains of a possible natural gas leak and the Fire Alarm Dispatcher follows the Gas Emergency Call Processing Script to gather the required information from the caller.

**Memorization:** remembering information such as words, numbers, pictures and procedures. Pieces of information can be remembered by themselves or with other pieces of information. Example: A Fire Alarm Dispatcher may use this ability to update the incident history screen and transmit Citywide relays after listening to field units transmit their progress reports.

**Oral Comprehension:** understanding spoken English words and sentences. Example: A Fire Alarm Dispatcher may use this ability when a field unit reports on the condition at a fire.

**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. Example: A Fire Alarm Dispatcher may use this ability when comparing the details of multiple calls to determine if the calls are describing one incident or multiple incidents.

**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. Example: A Fire Alarm Dispatcher may use this ability when a child caller reports a fire in a calm manner while there are sounds of smoke detectors ringing and windows breaking in the background of the call.

**Speech Recognition:** identifies and understands the speech of another person. Example: A Fire Alarm Dispatcher may use this ability when answering a call with a lot of voices speaking and being able to identify and understand the voice of the caller.

**Time Sharing:** is the ability to shift back and forth between two or more sources of information. Example: A Fire Alarm Dispatcher may use this ability when prioritizing which field unit to answer first when multiple field units are calling into the dispatcher at the same time.

**Written Comprehension:** understanding written sentences and paragraphs. Example: A Fire Alarm Dispatcher may use this ability when reading and understanding departmental messages (e.g., safety or weather advisories).

**EXAM SITE ADMISSION:**

You will be sent an Admission Notice in the mail 14 days before the date on which testing is expected to begin. Your Admission Notice will also be available on your Dashboard in the Online Application System (OASys) account 7 days before the date on which testing is expected to begin. If you access the Admission Notice from your Dashboard in OASys, you must print it out and bring it with you to the test site; displaying your Admission Notice using any of the prohibited electronic devices referenced in the "Warning" section below will not be permitted. You can also obtain a duplicate Admission Notice in person Monday through Friday from 9:00 AM to 5:00 PM at 1 Centre Street, 14th Floor, New York, NY 10007. 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 a Computer-based Testing & Applications Center 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 ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:**

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess)
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs)
- Submit a written request in-person or by mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM. Your written 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

#### **CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:**

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

#### **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. 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:**

##### **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, or by email at [testingaccommodations@dcas.nyc.gov](mailto:testingaccommodations@dcas.nyc.gov), as soon as possible and include documentation of the special circumstances that caused you to miss your test.

#### **ADDITIONAL INFORMATION:**

##### **Selective Certification for Foreign Language and/or American Sign Language:**

If you can speak Chinese (Cantonese or Mandarin), French, Creole (Haitian), and/or you know 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 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, your social security number, and the specific foreign language(s) and/or American Sign Language on your correspondence.

**Application Receipt:**

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folder for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

**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 (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. 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)**