



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LOUIS A. MOLINA
Commissioner

NOTICE OF EXAMINATION

FIRE ALARM DISPATCHER Exam No. 5072

WHEN TO APPLY: From: February 5, 2025

To: February 25, 2025

APPLICATION FEE: \$68.00

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

CANDIDATES WHO DEMONSTRATE THAT THEY ARE A VETERAN, UNEMPLOYED, RECEIVING PUBLIC ASSISTANCE, OR SUPPLEMENTARY SECURITY INCOME, ARE ENTITLED TO A WAIVER OF THE APPLICATION FEE.

THE TEST DATE: Multiple-choice testing is expected to begin on **Thursday, April 24, 2025.**

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 \$49,902 per annum. Incumbents will receive salary increments reaching \$76,775 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 we verify your qualifications. 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. (For more information see Exam Site Admission section.)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify must be met by February 25, 2026. The experience requirement needed to qualify must be met by the last day of the Application Period (February 25, 2025).

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, fulltime experience in one of the following:
 - 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 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.

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.

If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: $21/35 \times 12 = 7.2$ months.

Medical Requirement: Medical guidelines have been established for the position of Fire Alarm Dispatcher. Candidates will be examined to determine whether they 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 an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

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. Follow the onscreen application instructions for electronically submitting your application, 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/faqs>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online.

The centers will be open Monday through Friday 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

The DCAS Computer-based Testing & Application Centers will be closed on Monday, February 17, 2025.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS via nyc.gov/CivilServiceNowNYC and select the applicable subject.

Special Circumstances Guide:

This guide is located on the DCAS website at https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Application 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."

REQUIRED INFORMATION:

1. **Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.

THE TEST:

The multiple-choice test may be given at a computer terminal or in paper and pencil format. 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 test may also include questions requiring the use of any of the following abilities:

Auditory Attention is the ability to focus 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 is the ability to apply 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 is the ability to combine 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 is the ability to follow 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 is the ability to remember 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 is the ability to understand 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 is the ability 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 is the ability to identify and understand 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 is the ability to understand 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).

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

EXAM SITE ADMISSION:

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: The use of electronic devices at the test site is prohibited. This includes phones, smart watches, cameras, e-cigarettes, vape pens and/or other portable media or electronic devices. Any such items brought to the test site will be placed in a Yondr pouch and magnetically sealed until after the exam event (Examination, Protest Review Session, TVB session). The use of headphones and earbuds are also prohibited. The use of calculators are not permitted on this exam. Devices with keyboards, word processing, or data recording capabilities are banned and will be placed in a Yondr pouch if brought to the testing site. If you use any of these prohibited devices, or remove them from your Yondr pouch before being authorized to do so, whether in the testing area, restroom, hallway, or other location at the test site, at any time before, during or after the exam event, 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 are also not permitted to use on site any medical assistive devices, including those that give notifications or alerts, or that vibrate, without the prior express written authorization of DCAS. You can contact DCAS by email at: testingaccommodations@dcas.nyc.gov.

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 & Application 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 Self-Service (ESS) at 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
- If you are unable to recall and/or no longer have access to the email address associated with your OASys account, please contact us via the following link: nyc.gov/CivilServiceNowNYC using the "Account Access, User ID, Password or Registration Issue" subject or call (212) 669-1357 (Monday - Friday from 9 AM - 5 PM EST)

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, you will be given a list number and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if 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: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at www.nyc.gov/examsforjobs and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

SPECIAL ARRANGEMENTS:

Late Filing:

If you are currently provisionally employed by the City of New York, consult your **agency's Personnel Office/Human Resources** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- You are provisionally employed in the title for which the examination is administered and were 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**
- You were appointed provisionally to the title for which the examination is administered after the application period closed but 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. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or
7. pregnancy, childbirth or a related medical condition.

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) by email at 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 Albanian (**ALB**), Arabic (**ARA**), Bengali (**BEN**), Bosnian/Serbo-Croatian (**SRC**), Chinese (Cantonese) (**CAN**), Chinese (Mandarin) (**MAN**), French (**FRE**), German (**GER**), Greek (**GRE**), Haitian/Creole (**CRE**), Hindi (**HIN**), Italian (**ITA**), Japanese (**JPN**), Korean (**KOR**), Polish (**POL**), Portuguese (**POR**), Russian (**RUS**), Spanish (**SPA**), Tibetan (**TIB**), Urdu (**URD**), Vietnamese (**VIE**), West African Language (e.g. Ibo, Swahili, Yoruba) (**WAL**), Yiddish (**YDD**) and/or you know American Sign Language (**ASL**), 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 this requirement at some future date, please submit a request by email to: LMACustomerService@dcas.nyc.gov, or 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 full name, OASys Profile ID number, and the selective certification(s) you are requesting in 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.

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 and copies are available at the DCAS Computer-based Testing & Application 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**