



**PUTNAM COUNTY PERSONNEL OFFICE**  
**Announces Employment Opportunities**  
**Emergency Services Dispatcher**  
**60-014-790 OC**

2464

**EXAMINATION DATE: February 8, 2025 • LAST FILING DATE: December 8, 2024 • FILING FEE: \$35**

**ONLY EXAMINATION APPLICATIONS SUBMITTED ONLINE Will Be Accepted**

TO APPLY: 1. Go to <https://putnam.munisselfservice.com/employmentopportunities/default.aspx>

2. View exam information & click APPLY 3. Complete & submit online application. . 4. Mail or deliver to drop box outside Personnel Department or pay filing fee online within five (5) business days \*Applications cannot be submitted after the above Last Filing Date\*

- Filing fees must be RECEIVED by Putnam County Personnel Dept. within FIVE (5) BUSINESS DAYS following application submission.
- Exam filing fees are **NOT REFUNDABLE** for any reason, including disqualification. As per Putnam County Resolution #305 of 2005.
- If your filing fee is not received within the time permitted, your application will be disqualified without review.

Make CHECK or MONEY ORDER payable to "Putnam County Personnel Department" – NO CASH  
 \*\*Returned checks are subject to a \$15 fee as per Putnam County Resolution #247 of 1998\*\*

**Administration of This Examination Does Not Imply That a Vacancy Exists**

**\*\* Please read the back of this notice carefully for Important Civil Service Information \*\***

**VACANCY** The eligible list established as a result of this examination will be utilized where appropriate for filling any current or future vacancies in the above-named title under the jurisdiction of the Putnam County Personnel Department.

**STARTING SALARY:** \$49,286 Putnam County (2023)  
 \$46,841.60 Town of Kent Police (2025)  
 \$47,910.10 Town of Carmel Police (2023)

**DUTIES:** Work involves monitoring, dispatching, and coordinating a variety of emergency services (fire, rescue and ambulance, law enforcement, child protection services, disaster preparedness, etc.). Duties also include maintaining communications with road patrol officers to dispatch back-up assistance when requested. Incumbents monitor numerous telephone systems, alarm systems and radio frequencies simultaneously in a fast-paced high-stress work environment and must exercise sound independent judgment in prioritizing calls and dispatching appropriate services to emergency situations as quickly as possible. Ability to remain calm and courteous when dealing with upset, potentially angry and abusive, callers is essential, as is maintenance of accurate records of all calls placed and received, in accordance with established procedures. Mandatory work assignments include both day and night shifts. Work is performed under general supervision of higher-level Bureau of Emergency Services staff. Performs related work as required.

**MINIMUM QUALIFICATIONS:** Either:

- a) Associates degree or higher in Criminal Justice, Emergency Medical Services Management, Fire Protection Technology or closely related field; or
- b) High school diploma or its equivalent with one (1) year of experience as a dispatcher in an emergency services organization; or
- c) High school diploma or its equivalent with two (2) years paid or volunteer experience as an active member of an emergency services organization, i.e., firefighter in an organized fire department, emergency medical personnel for an ambulance service, or closely related position.

**PLEASE NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

**PLEASE NOTE:** You must provide a legible copy of your college transcript(s) for each college attended. Transcript(s) must show your name; your student identification number; the name of the issuing school; the type of degree received, if any; the date the degree, if any, was conferred; full course names; credit hours; grade earned for each course; and a cumulative Grade Point Average (G.P.A). Transcripts can be submitted in person, by email to [PutnamPersonnel@putnamcountyny.gov](mailto:PutnamPersonnel@putnamcountyny.gov) or by postal mail to Putnam County Personnel Department 110 Old Route 6, Building 3, Carmel, NY 10512.

**SPECIAL REQUIREMENTS:**

**Within six (6) months of appointment, successful completion of:**

1. APCO Public Safety Telecommunicator 40-hour Dispatch Training Program;
2. Powerphone Emergency Medical Dispatch, Emergency Fire Dispatch, Law Enforcement Dispatch Training Program.

**Within twelve (12) months of appointment, successful completion of**

1. Emergency Services Dispatch Training Evaluation Program (ESDTEP) as outlined by, 21 CRR-NY 5201.2.
2. Access to reliable transportation.

**SPECIAL REQUIREMENT:** A state and/or national fingerprint supported background investigation is required before an appointment is made. The applicant will be responsible to pay the Division of Criminal Justice Services fee for this search.

**PHYSICAL FITNESS TESTS AND FINGERPRINT CHECK:** These qualifying portions will be held at a later date. Candidates may be required to meet certain physical standards for hearing test, color vision test, and fingerprint check. A screening test may be conducted prior to an offer of employment. Such testing shall be conducted only after a conditional offer of employment has been given to the candidate by the local agency seeking to employ such candidate. All candidates must be found physical able, with or without reasonable accommodations, to perform the essential job functions of a dispatcher. The current standard is available by request from the Putnam County Personnel Department. Candidates may be required to pay for qualifying tests.

**SUBJECT OF EXAMINATION** A test designed to evaluate knowledge, skills and /or abilities in the following areas.:

1. **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.
2. **Name and number checking.** These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first

column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

**3. 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.

**4. 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.

**5. 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.

**911 PERFORMANCE TEST:** A performance test will be held at a later date to be announced. The written test will be a ranking test and the performance test will be a qualifying (pass/fail) test. You must pass both the written and performance tests to be considered for appointment. You will not be called to the performance test unless you have passed the written test. Since the performance test is qualifying (pass/fail), if you pass the performance test your final score for the examination will be the score that you achieve on the written test.

Candidates may be invited to the performance test in the order of the scores they achieve on the written test. Putnam County reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies. The test will be administered on a conventional personal computer (PC). You will be using a conventional PC keyboard, but you will not be using a mouse.

**Subject:** The test consists of three parts, each preceded by a separate practice session. It will test your ability to enter the kinds of information that dispatchers and related personnel must process for fire, police and emergency medical services. You will not need any specific information prior to the test; rather, complete on-screen instructions will tell you all that you need to know in order to take the test. In order to pass, you must enter the data at a rate of at least 6,000 keystrokes per hour (which is equal to typing 20 words per minute), with an accuracy rate of at least 97.5%.

**Retest Policy:** Candidates who fail the performance test will be permitted one (1) retest which will be given on the same day as the original performance test.

**Waivers:** If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State, the performance test may be waived. If you request a waiver, you must submit verifiable evidence of qualifying. Information submitted must contain the title, location, and date of the performance test taken, as well as proof of passing.

**Use of a calculator is 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 online at: <https://www.cs.ny.gov/testing/testguides.cfm>.

#### **FOR INFORMATION:**

PUTNAM COUNTY PERSONNEL DEPARTMENT

Donald B. Smith County Government Campus

110 Old Route 6, Bldg 3, Carmel, NY 10512

Tel. (845) 808-1650 x 46105

[www.putnamcountyny.com/personnel](http://www.putnamcountyny.com/personnel)

ISSUED: 11/13/2024

**ADMISSION TO EXAMINATIONS:** Call the Personnel Department if you do not receive a notice within three days of the date of examination. Admission to examinations does not necessarily mean that the application has been approved unconditionally; final review of applications for all requirements may not be made until after the written test. You may not be admitted to the examination room without official notice, or more than one half hour after an examination has begun. You must bring picture identification (such as a driver's license) and your Social Security number to the examination. You may be fingerprinted prior to admission to the examination.

**AGE LIMITS:** There may be statutory restrictions on your employment if you are under 18 or over 70 years of age; any other age restrictions are stated on the face of this examination announcement.

**APPLICATION:** A separate application must be filed for each examination desired. Effective April 13, 2013, Putnam County Personnel Department accepts **ONLY EXAMINATION APPLICATIONS SUBMITTED ONLINE**. Paper examination applications will not be accepted. Go to [www.putnamcountyny.com/personneldept/exam-postings/](http://www.putnamcountyny.com/personneldept/exam-postings/) for information, explanation, and to access the online application form.

**APPLICATION FEE:** A fee (see front) is required from candidates for each separately-numbered examination for which they apply. Mail, deliver or pay filing fee online within five (5) business days. **NO CASH. NO REFUNDS** will be made to applicants who fail to appear for the scheduled examination. File only for those examinations for which you are qualified. As of February 1, 2006, per Putnam County Resolution #305 of 2005, **EXAM FILING FEES WILL NOT BE REFUNDED**, even if you are disqualified from taking the exam. It is therefore recommended that you consider very carefully whether or not you believe that you meet the minimum qualifications before submitting your application.

**APPLICATION FEE, WAIVER OF:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application and proof of benefits by the close of business on the Application Deadline as listed on this Examination Announcement. A copy

of the waiver request form can be obtained from the website or by calling the Putnam County Personnel Department.

**BACKGROUND INVESTIGATION:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. The cost for fingerprinting is the responsibility of the candidate being considered for, or conditionally offered, appointment.

**CALCULATORS:** Candidates are permitted to use quiet, held-held, solar or battery powered calculators, **UNLESS OTHERWISE NOTIFIED**.

**CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS Killed in the Line of Duty:** In conformance with section 85-a of the Civil Service Law, signed into law on September 17, 2002, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten (10) points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two (2) months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**CITIZENSHIP:** Citizenship is required only for Public Officer positions.

**CONTACT INFORMATION:** Any changes in contact information must be communicated to the Personnel Dept. in order to ensure timely delivery of important information. A change of address form is available on our website or the Personnel Dept. It is the candidates' responsibility to obtain and submit the necessary documents.

**CROSS FILING or EXAMINATIONS IN MULTIPLE JURISDICTIONS:**

If you have applied to take an examination announced by more than one local jurisdiction (county, town, city) scheduled to be held on the same test date, you must notify each of the local jurisdictions as early as possible (no later than two weeks before the test date), so that arrangements can be made for taking all examinations at one test site. You must inform each jurisdiction of all examination titles and numbers, and at which jurisdiction you want to sit for the examinations. Please note that all examinations for positions in State government must be taken at a State examination center. Cross-file form is available on the website.

**DRUG & ALCOHOL TESTING:** You may be required to take a pre-employment alcohol and drug test to determine that you are free of such substances.

**EDUCATION:** Where high school graduation is required, a High School Equivalency Diploma from any State or an armed forces GED (high school level) will be acceptable. College graduation, when required, must have been from a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. In evaluating a candidate's qualifications, the equivalent of 30 college credit hours equals one year of college. Transcripts should be submitted with the application or as soon thereafter as possible whenever the qualifications call for a specific college major or specified number of credits. **NOTE:** If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**ELIGIBILITY, ANTICIPATED:** If the minimum qualifications require a degree in education and/or experience/licensure/certification, the following statements shall pertain to this exam announcement: if you expect to complete the educational requirement within 12 months or the experience requirement within 6 months or experience requirement within 6 months from the date of the examination date on the reverse side of this examination announcement, you can be admitted to this examination on a conditional basis. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the announced requirements to the Putnam County Personnel Department. In the case of anticipated education degree, proof must be submitted within 3 months following award of degree; failure to do so will result in removal of your name from the eligible list. In the case of anticipated experience, your name will not be certified until you obtain and show proof of the necessary experience. In the case of licensure/certification, if you are eligible for the required licensure/certification you can be admitted to the examination. If successful on the examination, you will not be certified for permanent appointment until you have submitted proof of possession of the required licensure/certificate to the Putnam County Personnel Department.

**ELIGIBLE LIST:** The eligible list is made up of all candidates who successfully pass all portions of the examination. The eligible list resulting from this examination will remain in existence for a minimum of one year up to a maximum of four years or until terminated by the establishment of an appropriate new eligible list. In the case where a **Promotional** exam is being held in conjunction with an Open Competitive exam in the same title, the resulting eligible list from the Promotional exam will be canvassed first. Any person whose name is on a preferred eligible list and who meets the requirements for a promotion examination in the agency for which the examination is being held is eligible to compete in the examination. Candidates currently holding a permanent 55-a position will be afforded the same opportunity as employees in the competitive class to take promotion examinations, if qualified.

**EQUAL OPPORTUNITY:** It is the policy of the Putnam County Personnel Department to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination on the basis of age, race, color, religion, national origin, gender, sexual orientation, marital status, or arrest and/or criminal conviction record, unless based upon a bona fide occupational qualification or other exception. Those requiring special testing arrangements (such as military personnel or Saturday religious observers) must note this on their applications. It is Putnam County's policy, in accordance with the Americans with Disabilities Act, to provide equal employment opportunity and equal opportunity to participate in and receive any benefits, services, programs and activities to persons with disabilities. Any person who requires reasonable accommodations and reasonable modifications (e.g. Braille booklet, amanuensis, reader, sign language interpreter, etc.) must note this on their application.

**EXPERIENCE:** For each examination, unpaid, verifiable part-time and volunteer experience in one of the specialized areas will only be credited when specifically allowed by the examination announcement. The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment (35 hour workweek). Part-time experience will be prorated.

**FINGERPRINT CHECK:** A state and/or national fingerprint supported background investigation is required before an appointment is made to some positions. If such search is required, the applicant will be responsible to pay the Division of Criminal Justice Services fee for such search (approximately \$100-150)

**INCLEMENT WEATHER:** In rare cases, an examination may be postponed if weather conditions are unsafe. In such cases, call 845-808-1650 for recorded information available 24 hours. Also, announcements will be made over the radio on WHUD (100.7 FM). If an examination is postponed due to weather conditions, a new examination date will be set as soon as possible. Candidates will be notified of such new examination date in writing by Putnam County Personnel Department as soon as this information becomes available.

**MEDICAL EXAMINATION:** You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** Applicants may participate in multiple examinations given for Putnam County on the same day. The maximum time allowed for any combination of examinations is eight (8) hours. If you have applied for multiple examinations scheduled for the same day, please indicate this on your application.

**PROHIBITED DEVICES:** Cell phones, pagers, and similar devices are prohibited at examination sites. Devices with typewriter keyboards, spell checks, personal digital assistants, address books, language translators, cell phones, dictionaries and/or similar devices are prohibited.

**PUBLIC SERVICE LOAN FORGIVENESS:** College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Putnam County. Additional information is available at: <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service#qualifying-employment>

**RATINGS AND REVIEW:** When this written examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the provisions of the New York State Civil Service Rules and Regulations dealing with the rating and review of examinations apply. Otherwise, rating and review of the examination is governed by the Putnam County Civil Service Rules.

**RATINGS REQUIRED:** Tests are rated on a scale of 100 with the passing mark at 70.0. Unless the announcement states otherwise, you must pass the written test as a whole and the oral and practical tests, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

**RESIDENTIAL PREFERENCE:** Preference in appointment from open-competitive lists may be given to residents of the jurisdiction making the appointments; for appointment in some jurisdictions you may be required to become a resident thereof, in accordance with law or resolution. Residence requirements and such preferential certifications do not apply in promotion examinations.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:** In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of

Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

**SPECIAL REQUIREMENTS (RELIGIOUS ACCOMMODATION, DISABILITIES, MILITARY):** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements on their application.

**Military Service Members:** If you apply for an examination during the filing period but are on active military duty on the date the examination is scheduled, you may request a military makeup examination. Contact the Putnam County Personnel Department for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date.

**VETERANS:** Eligible disabled and non-disabled war veterans may have ten or five points, respectively, added to an earned passing score in an open-competitive examination and five or two and a half-points are added in a promotion examination. It is the candidate's responsibility to obtain and submit the necessary forms and documents prior to the establishment of the eligible list. You may waive these credits any time prior to appointment.

**VERIFICATION OF QUALIFICATIONS:** Candidates may be investigated or called for an interview to determine whether they are qualified for appointment. All statements made by candidates on the application form are subject to verification.