ALBANY
NEW YORK | EST. 1686

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PLEASE POST CONSPICUOUSLY

A PROMOTIONAL EXAMINATION FOR TELECOMMUNICATIONS SHIFT SUPERVISOR, EXAM #70028-960

FILING FEE: EXAM FEES FOR JURIDICTIONS UNDER THE ALBANY MUNICIPAL CIVIL SERVICE COMMISSION HAVE BEEN WAIVED EFFECTIVE JULY 2023.

TO BE HELD: **Saturday, January 30th, 2027.** Candidates will be notified by email of date, time and location.

LAST FILING DATE: Applications must be submitted through **jobs.albanyny.gov** no later than 11:59 p.m. on Wednesday, December 30th, 2026.

Computers are available for use in the Human Resources Office at City Hall, Monday to Friday between the hours of 8:30 a.m. and 5:00 p.m.

Individuals who are on military leave or recently discharged from military service are permitted to file for an examination up to ten days prior to the examination.

VACANCY: List will be used to fill future vacancies as they occur in the jurisdictions covered by the City of Albany Civil Service Commission.

STARTING SALARY: $72,291 Annually 2026 rate
$74,459 Annually 2027 rate

DUTIES OF THE POSITION: This is a supervisory position involving responsibility for the proper and efficient operation of the Albany Police and Fire Communications systems. Responsibilities include the receipt of complaints from the public, efficient relay of information to public safety units, and prompt dispatch of equipment and personnel to ensure protection of life and property. Employees in this class are under the direct supervision of the Director of Information Technologies and Communications.

PROMOTIONAL QUALIFICATIONS: Candidates must meet the following promotional qualifications by the date of the examination:

Graduation from high school or possession of a high school equivalency diploma and one (1) years permanent competitive class status as a Telecommunications Senior Dispatcher with the City of Albany immediately preceding the date of the examination.

SPECIAL REQUIREMENT(S):

- United States citizenship is required.
- Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions and other offenses are subject to evaluation and may result in disqualification. Applicant will be required to submit the necessary fees for the fingerprint processing, where required.
- Must be certified in CPR and Emergency Medical Dispatch protocol
- Position may require ability to work Saturdays, Sundays, and holidays; and able to work shift assignments during the day, evening and nights.

NOTE: Seniority points will be added to eligible scores as follows:

- **Seniority – 0.1 per six months of continuous service with the City of Albany up to a maximum of 20 years.**
- **Seniority –permanent, continuous, competitive class status with the City of Albany immediately preceding the date of the examination.**

A COPY OF THIS ANNOUNCEMENT MAY BE SECURED AT THE ABOVE ADDRESS OR AT THE CITY OF ALBANY WEBSITE: *http://www.jobs.albanyny.gov/exams*

AN EQUAL OPPORTUNITY EMPLOYER

GENERAL INSTRUCTIONS TO APPLICANTS

#1 AGE LIMITS:
Unless otherwise specified in the examination announcement, there are no age restrictions. However there may be statutory restrictions on your employment if you are under 40 or over 70 years of age.

#2 APPLICATIONS:
Applications can be submitted by visiting **jobs.albanyny.gov/exams**
A standard application must be submitted for each examination. The applicant should be certain that every question is answered and that the application is complete in all respects, including the title of the examination.

#3 VETERAN'S CREDITS:
For the purpose of claiming veteran's credits on a civil service examination, an applicant must have been honorably discharged or released under honorable circumstances after serving on active duty with the armed forces of the United States during time of war.
Disabled and non-disabled veterans who establish eligibility for additional credits and are successful in the examination are entitled to have 10 and 5 points, respectively, (5 and 2.5 points in the case of promotional examinations) added to their earned scores, provided they have not used such credits to obtain permanent appointment or promotion. Veterans may determine to waive the use of their credits at any time up to the time of permanent appointment or promotion.

#4 TRANSCRIPTS:
Whenever college transcripts or diplomas are requested, they should be submitted with the application for the examination or as soon thereafter as possible BEFORE the examination.

#5 ADMISSIONS TO EXAMINATION:
The Commission does not acknowledge receipt of applications but all applicants are notified of the disposition of their applications. Approved candidates will be notified at least four days in advance of the place, date and hour of the examination. Applicants who have not received notice by this deadline should contact the office of the Commission.
Every candidate should bring his or her notice to appear, social security number and photo ID to the examination. Do not interpret a notice to appear for, or an actual participation in, the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made in the application. These statements may not be verified until after the examination has been held. Those candidates not meeting the requirements are disqualified at that time.
Inquiries may be made as to character and ability of candidates. All statements made by candidates in their applications are subject to verification.

#6 SATURDAY SABBATH OBSERVERS & HANDICAPPED PERSONS:
If special arrangements for testing are required, indicate this on your application form.

#7 RATINGS REQUIRED:
This examination will be prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations, will apply to this examination.

#8 MEDICAL EXAMINATIONS:
Candidates may be required to have a medical examination to determine if they are physically capable of performing the duties of the position.

#9 ELIGIBLE LISTS:
Eligible lists are established for a minimum duration of one year but may be extended by the Commission before expiration, for a total of no more than four years.
Changing conditions may make it necessary to certify to future vacancies at higher or lower salaries than those originally announced.

#10 CHILDREN OF POLICE/FIREFIGHTERS KILLED ON DUTY CREDITS:
In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten 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 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.

AN EQUAL OPPORTUNITY EMPLOYER

SCOPE OF THE EXAMINATION

A test designed to evaluate knowledge, skills and /or abilities in the following areas.

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.

Work planning and scheduling

These questions test for knowledge of the principles used in developing and implementing work plans and for the ability to arrange work assignments in a manner that will achieve work goals while staying within scheduling criteria. This may include setting up vacation or work schedules, taking into consideration such factors as seniority, work skills, duty hours, and shift coverage.

Administrative techniques and practices

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

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.

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.

THE USE OF CALCULATORS ARE ALLOWED: Candidates are permitted to use a quiet hand-held, solar or battery powered calculator. Devices with typewriter keyboards such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries and any similar devices are prohibited. **YOU MAY NOT BRING HIGHLIGHTERS, FIREARMS, BOOKS OR OTHER REFERENCE MATERIAL TO THE TEST.**

CROSS-FILER STATEMENT: If you have applied for other civil service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must notify the City of Albany of your intent to take both a State and a local government examination. When taking both a State and a local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examinations.

If you have applied for other local government examinations, call or write to each Civil Service agency to make arrangements. You must make your request for these arrangements no later than 14 days before the date of the examination. You must notify all local government Civil Service agencies with which you have filed an application of the site where you wish to take your examinations. A cross-filer application must be completed for City of Albany examinations.

VETERAN'S CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and within two weeks of the examination date. Veteran's credits can only be added to a passing score on the examination.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No credit may be granted after the establishment of the list.** It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit and a DD-214 with their application by the last filing date of the examination. Applications for veteran's credit are available from this office by emailing Civilservice@AlbanyNy.Gov and on the "Info on Taking Exams" tab of the website. If you are claiming Veterans Credits, you must indicate it within the online exam application, answer all questions accurately and completely, submit an application and a DD-214 form. Candidates who are currently serving in the Armed Forces of the United States on a full-time active duty basis (other than active duty for training) may file for Veterans Credits by providing documentation of active duty status.

Veterans Credits will not be added after the establishment of an eligible list unless the candidate has submitted an application for credit and supporting documentation by the last filing date of the examination and a scoring error has been made. If an error has been made, you must notify our office in writing no later than 30 days after receiving your score.

If you are claiming credits as a disabled veteran, the United States Department of Veterans Affairs must also certify that you were disabled in the actual performance of duty in a war, that the disability is rated at ten percent or more, and that the disability existed at the time of application for appointment or promotion. In addition to the proof above, applicants must also submit a "Veterans Disability Records Release" form.

All requests for Veterans Credits must be verified and all statements you make in support of your claim for Veterans Credits are subject to investigation and substantiation by the City of Albany Civil Service Office. In the event of subsequent discovery of any material misstatement or fraud in your claim, your appointment may be rescinded and you may be disqualified from further appointment to any position on which you have been granted additional credits.

Effective January 1, 2014, additional Veterans Credits may be granted to veterans who (1) used non-disabled Veterans Credits to obtain a civil service appointment or promotion with New York State or a local government, and (2) were certified by the US Department of Veterans Affairs as having a service connected disability rated at 10% or more after that civil service appointment.

FINGERPRINTING REQUIREMENT FOR APPOINTMENT TO CERTAIN POSITIONS: If appointed on or after September 1, 2013, employees of the Police Department who have access to unencrypted Criminal Justice Information System (CJIS) shall be subject to a state and national fingerprint-based background check for the purpose of a criminal history check.