



## COMMUNICATIONS OPERATOR

Exam Code: 6FSAA

<b>Department(s):</b>	Department of Forestry & Fire Protection
<b>Opening Date:</b>	Continuous Filing. Cut-off dates will be scheduled periodically
<b>Type of Recruitment:</b>	Open
<b>Salary:</b>	\$3359 - \$5234
<b>Employment Type:</b>	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
<b>Exam Type:</b>	Statewide

### EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

### DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

### WHO SHOULD APPLY?

Applicants who meet the minimum qualifications as stated on this bulletin. This is an open examination for the Department of Forestry and Fire Protection (CAL FIRE). Applications will NOT be accepted on a promotional basis.

### FILING INSTRUCTIONS

Final Filing Date: **Continuous Filing**

Examination/Employment Application (STD. 678) is available at the California Department of Human Resources' website at [State Application](#). Examination/Employment Application (STD. 678) may be submitted by mail or delivered in person.

#### **MAIL:**

Department of Forestry and Fire Protection  
Examination Unit – (Attention: Tiffany Harris)  
P.O. Box 944246  
Sacramento, CA 94244-2460

#### **SUBMIT IN PERSON:**

Department of Forestry and Fire Protection  
Examination Unit – (Attention: Tiffany Harris)  
1300 U Street  
Sacramento, CA 95818

**Note:** Applications **will not** be accepted via e-mail

Applications postmarked or personally delivered after the cutoff date, will be retained for the next scheduled examination and will **NOT** be included in the current examination.

Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are not considered Postmark dates for the purpose of determining timely filing of an application.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box on the application and/or contact the Department of Forestry and Fire Protection at (916) 445-7824.

## SALARY INFORMATION

**Range A** \$3359 - \$4627

**Range B** \$3801 - \$5234

**Range A:** This range shall apply to incumbents who do not meet the criteria for payment in Range B.

**Range B:** This range shall apply to incumbents who have satisfactorily completed the equivalent of two years of experience and training required of a Communications Operator, Range A.

## ELIGIBLE INFORMATION

A Departmental eligible list will be established for the Department of Forestry and Fire Protection. Names of successful competitors are merged onto the list in order of final scores regardless of date. Eligibility expires 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the cut-off date posted.

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected.

## MINIMUM QUALIFICATIONS

**Education:** Equivalent to completion of the 12<sup>th</sup> grade.

**And**

**"Either" I**

**Experience:** Six months of experience in the California State service performing the duties of a Dispatcher-Clerk.

**"Or" II**

**Experience:** One year of experience in dispatching work involving the operation of radio communications equipment/systems.

**"Or" III**

**Experience:** Two years of experience involving a substantial amount of direct and telephone contact with the public and the responsibility to perform numerous tasks simultaneously.

**NOTE:** Applicants applying under Pattern III **MUST** specify the percentage of time spent per week performing duties involving direct and telephone contact with the public.

## POSITION DESCRIPTION

This is the entry, working, and journey level for this series. Employees work under general supervision in a Communications Center following established policies and procedures in order to perform a variety of duties. Duties include operating multi-frequency/channel radio telephone systems and computer-aided transmitting and receiving equipment to receive calls from field units, telephones, or other sources; filling out dispatch logs or typing entries into computer terminals; receiving and transmitting reports of incidents and requests for assistance; answering telephone requests for information; relaying calls for emergency services vehicles, other law enforcement agencies, or other assistance requested by field units.

At the full journey level, employees work under direction and perform all of the above and select receivers and transmitters and adjust volume controls; dispatch units or other equipment to specific points as required; provide information as requested or required by officers in the field; and act as a lead person.

## EXAMINATION INFORMATION

The examination will consist of a performance test weighted 100%. **CANDIDATES WHO DO NOT APPEAR FOR THE PERFORMANCE TEST WILL BE DISQUALIFIED.** The performance examination consists of a computer based test using **CRITICALCALL** software. Helpful information about the software can be found at <http://criticalcall911.com/dispatcher-applicants/>

This is a continuous filing examination. Cut off dates will be scheduled periodically.

## KNOWLEDGE, SKILLS, AND ABILITIES

### Scope

#### A. Knowledge of:

1. Active listening techniques to obtain accurate and detailed information.
2. The use of computers for entering information into a database, generating documents, and communicating with others.
3. The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar to effectively convey information.
4. The geography of California to identify the location of topography, main highways, counties, and principle cities.
5. Alphanumeric sequences to input pertinent information.
6. Basic arithmetic.

#### B. Skill to:

1. Deal effectively and appropriately with frustrated, angry, or otherwise emotional persons over the telephone, radio, and in the workplace to obtain pertinent information.
2. Effectively convey information verbally to relay information to appropriate parties.
3. Exercise tact, courtesy, and patience in all contacts (e.g., the public, co-workers, supervisors) to maintain professional relationships.
4. Read maps quickly and accurately to ensure precise dispatching and monitoring.
5. Effectively convey written information in English at a 12<sup>th</sup> grade level or equivalent to produce work product.
6. Use a computer to search the internet and/or database(s) to obtain necessary information needed for an effective job performance.
7. Communicate in writing in a manner that is mindful of the needs of the audience for effective correspondence.
8. Use various computer software and applications to convey information to others.
9. Type 40 words per minute accurately using a keyboard to complete work in a timely manner.
10. Use a computer to create documents in Microsoft Office.

#### C. Ability to:

1. Perform multiple tasks simultaneously or in rapid sequence to operate and monitor a multitude of radio frequencies and a variety of highly technical communication systems and equipment.
2. Maintain composure under stress to exercise sound judgement in situations with a high consequence of error.
3. Shift back and forth between two or more activities or sources of information to conduct research, think critically, and multitask.

4. Enunciate clearly using a well-modulated voice for radio transmission.
5. Hear and identify the content of phone and radio transmissions in the presence of significant background noise.
6. Recognize when assistance is needed to know when to ask for support.
7. Work cooperatively with supervisors, peers, cooperators, and the general public to maintain good relationships with the Department.
8. Work independently with minimal supervision to be effective in a rapidly changing environment.
9. Reprioritize urgent assignments with short notice when new assignments are given.
10. Follow instructions precisely for an effective job performance.
11. Employ active listening to attain a more complete and accurate accounting of events by giving full attention to what other people are saying and voicing follow-up questions at appropriate times.
12. Work for long periods of time to ensure continuity of communication functions.
13. Think and act independently in order to react confidently, decisively, and quickly in emergency and non-emergency situations.
14. Function in a highly structured chain of command environment for a successful job performance.
15. Evaluate the content of a narrative or report to discern critical information from incoming calls.
16. Recognize the implications of new information to understand its impact on both current and future problem-solving and decision-making.
17. Read written sentences and paragraphs in work related documents to determine their content.
18. Recall a variety of situations and retain accurate information to a level sufficient to document that information into the appropriate system of record.
19. Adapt to changing work patterns to satisfy existing job needs.
20. Recognize when something is wrong or likely to go wrong in order to prevent problems.
21. Type quickly and accurately for an effective job performance.
22. Complete work tasks thoroughly and with attention to detail to ensure accuracy.
23. Reduce complicated information to simple, understandable language and explain it to others.
24. Concentrate on a task over a period of time in order to complete high-priority tasks without distractions.
25. Remain fair and unbiased when applying local, state and federal laws, or Department policies and procedures.
26. Utilize effective time management to prioritize workload.
27. Sit for long periods of time to perform job duties.
28. Identify complex problems and review related information to develop and evaluate options, and implement solutions.
29. Identify the strengths and weaknesses of alternatives to reach better solutions, conclusions, or approaches to problems.
30. Adjust future actions to adapt to the needs, expectations, or actions of others.
31. Apply general rules to specific problems to produce answers that make sense.
32. Combine pieces of information to form general rules or conclusions.
33. Think critically about alternatives by using logic and reasoning to judge the relative costs and benefits of potential actions.
34. Identify problems or issues which impact the progress of work projects or assignments.
35. Compare the similarities and differences among sets of letters, numbers, objects, pictures, or patterns to come to a conclusion.

## VETERANS PREFERENCE

Veterans' Preference will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans' preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at [www.jobs.ca.gov](http://www.jobs.ca.gov) and on the Application for Veterans' Preference form ([CalHR 1093](#)). Additional information is also available at the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

## CAREER CREDITS

Career Credits are not granted in Open examinations.

## SPECIAL PERSONAL CHARACTERISTICS

Consistently report to work with a minimum of absences; willingness to work on Saturdays, Sundays, and holidays at odd or irregular hours and night shifts; voice well-modulated for radio transmission and clear enunciation; emotional stability; hearing necessary to perform the duties of the position; and a satisfactory record as a law-abiding citizen.

## SPECIAL REQUIREMENTS

Existing law requires that a thorough background investigation shall be conducted to verify the absence of past behavior indicative of unsuitability to perform public safety dispatcher duties. The background investigation shall include a check of Department of Motor Vehicles' records and a search of local, State, and national criminal history files to disclose any criminal record. Persons unsuccessful in the investigation cannot be appointed to Communications Operator.

Existing law requires that a medical examination shall be conducted to verify the absence of any medical condition which would preclude the safe and efficient performance of dispatcher duties. Persons unsuccessful in the medical examination cannot be appointed to Communications Operator.

Penal Code Section 13510(c) requires that State agencies participating in the P.O.S.T. program shall evaluate oral communication skills to ensure skill levels commensurate with the satisfactory performance of dispatcher duties.

Penal Code Section 13510(c) requires that State agencies participating in the P.O.S.T. program shall require that the P.O.S.T. Public Safety Dispatcher's Basic Course be the minimum basic training for all public safety dispatchers in this program. The course shall be completed within 12 months of hire or assignment to dispatcher duties. Failure to successfully complete the course shall be cause for termination based on failure to meet the required conditions of employment.

## CONTACT INFORMATION

Department of Forestry and Fire Protection  
P.O. Box 944246  
Sacramento, California 94244-2460  
(916) 445-7824

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)

STS is Speech-to-Speech Service for persons with a speech disability and is reachable at 1 (800) 854-7784 (California) or 1 (800) 947-8642 (Nationwide)

## DISCLAIMER

Please go to the following website to review the official California Department of Human Resources (CalHR) class specification: <http://www.calhr.ca.gov/state-hr-professionals/pages/1670.aspx>

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to contact the Department of Forestry and Fire Protection, (916) 445-7824, three days prior to the written test date if he/she has not received his/her notice of appointment.

**For an examination without a written feature**, it is the candidate's responsibility to contact the Department of Forestry and Fire Protection three weeks after the final filing date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her three days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Applications are available [online](#)** at CalHR, local offices of the Employment Development Department and the testing Department on this job bulletin.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The testing Department** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) Departmental promotional, 3) multi-Departmental promotional, 4) service-wide promotional, 5) Departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at Departmental personnel offices or [www.jobs.ca.gov](http://www.jobs.ca.gov).

**If High School Equivalence is Required:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

**Veterans' Preference:** Will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veterans' preference. 2) An entrance examination is defined, under the law, as any open competitive examination. 3) Veterans' Preference is not granted once a person achieves permanent civil service status. The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at [www.jobs.ca.gov](http://www.jobs.ca.gov) and on the Application for Veterans' Preference form ([CalHR 1093](#)). Additional information is also available at the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

**Career Credits:** In open, non promotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirement specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their service status in the appropriate section of the Examination/Employment Application. (STD. 678).

**Felony Disqualification:** You are disqualified from being employed as a peace officer if: 1) you have been convicted of a felony in California or any other State; 2) you have been convicted of any offense in any other State which would have been a felony if committed in California; 3) you have been charged with a felony and adjudged by a superior court to be mentally incompetent; 4) you have been adjudged addicted or in danger of becoming addicted to narcotics, convicted, and committed to a State institution. If you have been convicted of a felony, you may be allowed to participate in this examination if your conviction(s): 1) has/have been sealed under Penal Code Section 851.7, 851.8, 1203.45, or Health and Safety Code Section 11361.5; 2) has/have been expunged or is/are expugnable pursuant to Health and Safety Code Section 11361.5 regarding marijuana offenses; 3) was/were stipulated or designated to be a lesser included offense of marijuana possession under Health and Safety Code Section 11557 or 11366.

**Confidentiality and Security:** Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in State civil service.