



## COMMUNICATIONS OPERATOR

Exam Code: 8FS19

DEPARTMENT(S):	Department of Forestry & Fire Protection
OPENING DATE:	November 9, 2018
FINAL FILING DATE:	December 12, 2018
EXAM TYPE:	Open
SALARY:	\$3,529.00 - \$5,499.00
LOCATIONS:	Statewide

### EQUAL EMPLOYMENT & DRUG FREE STATEMENTS

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.

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 CAN APPLY

Persons who meet the minimum qualifications of the classification, as stated on this examination bulletin. All applicants must meet the education and/or experience requirements by the final filing date of December 12, 2018.

### HOW TO APPLY

To apply for this examination, please complete and return the following:

- [Examination/Employment Application \(STD.678\)](#). This can also be found on the California Department of Human Resources' website. *You may submit your application by mail or in person. Applications will NOT be accepted through CALHR.*
- Supplemental Questionnaire. Please make sure to fill out this form completely and submit with the Examination/Employment Application (STD.678). The Supplemental Questionnaire can be found under the link to this exam bulletin on the careers page. Applications submitted without this document may not be accepted into the examination.

<p><b><u>SUBMIT BY MAIL:</u></b></p> <p>Department of Forestry and Fire Protection  Examination Unit – (Attention: Daniel Bluford)  P.O Box 944246  Sacramento, CA 94244-2460</p>	<p><b><u>SUBMIT IN PERSON:</u></b></p> <p>Department of Forestry and Fire Protection  Examination Unit – (Attention: Daniel Bluford)  1300 U Street  Sacramento, CA 95818</p>
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**DO NOT SUBMIT APPLICATIONS VIA E-mail**

Applications postmarked or personally delivered after the final filing date, **December 12, 2018** will not be accepted for any reason.

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.

***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.***

**EXAMINATION INFORMATION**

In order to obtain a position on the eligible list, applicants must receive a minimum rating of 70% on the examination. *This exam will consist of the following:*

**PERFORMANCE EXAMINATION  
WEIGHTED AT 100%**

The performance examination consists of a computer based test of multi-tasking ability under stress using CRITICAL software. Helpful information about the software can be found at: <http://critical911.com/dispatcher-testing/agencieshr/test-descriptions/>. The examination will consist of a performance test weighted 100%.

Candidates will be provided one (1) of each of the following: laptop, keyboard, mouse, corded headset, paper, and pen.

**CANDIDATES WHO DO NOT APPEAR FOR THE PERFORMANCE TEST WILL BE DISQUALIFIED.**

It is anticipated the performance examination will be held in **January/February 2019**.

**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.

**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.

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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 MUST submit the Supplemental Questionnaire which specifies the percentage of time spent per week performing duties involving direct and telephone contact with the public.**

## ADDITIONAL DESIRABLE QUALIFICATIONS

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.

## SALARY

### Alternate Range Salaries

\$3,529.00 - \$4,861.00 Range A

\$3,993.00 - \$5,499.00 Range B

### Alternate Range Criteria

Range A. This range shall apply to those individuals who do not meet the criteria for payment in Range B.

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

## 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 the Communications Operator series.

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 exam cannot be appointed to the Communications Operator series.

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 dispatch 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 the 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.

## ELIGIBLE INFORMATION

A Departmental eligible list will be established for the Department of Forestry and Fire Protection. This list will be abolished 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

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination AND the notice to appear showing the scheduled date and time of the exam.

## 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 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 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.

## ADDITIONAL INFORMATION

CAL FIRE Communications Operators' duties may also include answering and processing 9-1-1 calls, providing Emergency Medical Dispatch (EMD) services and pre-arrival instructions, and dispatching emergency resources including aircraft. Extended shifts, including nights, weekends, and holidays, may be required.

## KNOWLEDGE, SKILLS, AND ABILITIES

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.

Skill in:

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 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 12th 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.

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.

## PERSONAL CHARACTERISTICS

Willingness to:

1. Work in a 24-hour communications center, including shift work.
2. To multitask.
3. Comply with the Department Rules of Conduct.
4. Abide by the department's policies and procedures.
5. Remain calm when conflicts arise with a caller.
6. Respect sensitive situations and maintain confidentiality to meet the needs of the department.
7. Ask for help when needed.
8. Establish and maintain cooperative relationships with department employees, other agencies, cooperators, and the public.
9. Stay up-to-date on required trainings and certifications.
10. Assess situations and make immediate decisions under emergency situations.
11. Be exposed to traumatic or graphic situations.
12. Maintain personal appearance in accordance with the department Grooming Standards.
13. Work in a group.
14. Maintain current knowledge of systems used in the course of work.
15. Be objective when making decisions.
16. Return to duty when requested or ordered.
17. Maintain current knowledge of manuals, guides, and documents pertaining to job duties.
18. Work independently.
19. Expand personal competencies and characteristics to go outside your comfort zone.
20. Work in close proximity to other staff.
21. Mitigate mentally and emotionally stressful situations to meet the needs of the department.
22. Accept multiple projects at a time.
23. Accept increasing responsibility to meet the needs of the department.
24. Mentor others to encourage staff growth and success.
25. Be away from family for an extended period of time.
26. Work in close spaces.
27. Respond to incidents at any time to meet the needs of the department.
28. Perform delegated tasks outside the command center.
29. Travel long distances during emergency and non-emergency assignments to effectively meet the mission, vision, and values of the department.
30. Respond to work communication while off duty.
31. Work in inclement conditions

## VETERANS' PREFERENCE

Veterans' Preference will be granted for 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. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <https://jobs.ca.gov/CalHRPublic/Landing/Jobs/VeteransInformation.aspx>, and the Department of Veterans Affairs.

## CONTACT INFORMATION

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

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)

## GENERAL INFORMATION

**For all examinations (with or without a written feature)**, it is the candidate's responsibility to contact the Department of Forestry and Fire Protection, (916) 445-7824, three weeks after the cut-off/final filing date if he/she has not received a progress notification or notice to appear.

**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 Department of Forestry and Fire Protection** 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

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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:** Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded 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. Veteran status is verified by the California Department of Human Resources (CalHR).

**How to apply for Veterans' Preference:** The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference at <https://jobs.ca.gov/CalHRPublic/Landing/Jobs/VeteransInformation.aspx>, and the Application for Veterans' Preference Application for (CalHR 1093). Additional information is also available on the Department of Veterans Affairs website at [www.cdva.ca.gov](http://www.cdva.ca.gov).

**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.