



California Department of
Parks and Recreation

COMMUNICATIONS SUPERVISOR

Exam Code: 1PR15

Department: Parks and Recreation

Exam Type: Open, Service-wide

Final Filing Date: Continuous

CLASSIFICATION DETAILS

Communication Supervisor – (A) \$4,724-\$6,504 per month.

View the [Communications Supervisor classification specification](#)

APPLICATION INSTRUCTIONS

Cut-off Date: June 4, 2021

Annual Cut-off Months: June and January

Applications will be processed on the first week of the month shown above. Applications received or postmarked after the cut-off date will be held on file and processed on the next established cut-off date.

Who Should Apply:

Applicants who meet the requirements as stated in the minimum qualifications section of this announcement. Applications will not be accepted on a promotional basis.

Once you have taken this examination, you may not retake it for nine (9) months.

How To Apply:

Examination and/or Employment application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your CalCareer Account at www.calcareers.ca.gov. Applications must be received with a signature and date.

Applications must include the following information in the section titled: "Examination(s) or Job Title(s) for which you are applying"

- Exam Title: **Communications Supervisor**
- Exam Code: **1PR15**

Only applications for the *Communication Supervisor* will be accepted. If you are applying for multiple exams you must file a separate application for each one. Failure to do so will result in the rejection of your application from this examination.

Do not send your application via office or interoffice mail. Applications received by this manner **will not** be accepted and cannot be returned pursuant to California Code of Regulations §174. 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.

Applications may be delivered in person or by mail.

Please submit to:

By mail:

Department of Parks and Recreation
Attention: Exam Unit/Jacques Carter
P.O. Box 942896
Sacramento, CA 94296-0001

In person:

Department of Parks and Recreation
Attention: Exam Unit/Jacques Carter
1416 9th Street Room 1018 (10th floor Drop Box)
Sacramento, CA 95814

Special Testing Arrangements:

If you have a disability and need special testing arrangements, mark “yes” on Question #10 on the Examination and/or Employment application and complete the Accommodation form. The Selections Unit will contact you to make special testing arrangements. If you have not been contacted prior to receiving a notice to appear for the examination, please contact the Exam Analyst at (916) 654-9420.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this exam bulletin by the cut-off date to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state civil service will be evaluated towards meeting the requirements.

Qualifying experience may be combined on a proportionate basis if the requirements stated include more than one pattern and are distinguished as "Either" I, "Or" II, "Or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to the examination as meeting 100% of the overall experience requirement.

Either I

Experience: One year of experience in the California state service performing the duties comparable to a Communications Operator, Range B.

Or II

Experience: Three years of experience in dispatching for a department for emergency vehicles by radio/telephone.

Or III

Experience: Four years of progressively responsible experience in a large dispatch center for dispatching police, forestry, or fire vehicles, one year of which must include supervision of subordinate communications personnel.

POSITION DESCRIPTION

Communication Supervisor

This is the supervisory level in the series. Under general direction, incumbents typically plan, organize, and assign work to a group of communications personnel and may assist with the 24-hour operation of a communications center. Typical duties include: providing for and conducting training for communications personnel in the operation of radio/telephone receivers, transmitters, teletypewriters and associated equipment, teleprinters, computer aided dispatching, and departmental radio procedures; working with and assisting employees in learning radio transmission codes, local geography, departmental rules and regulations, and allied material; preparing employees' work schedules; reviewing and evaluating employees' work performance; participating in the selection of new communications personnel; and performing routine staff work and the most difficult dispatch duties.

EXAMINATION SCOPE

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, emphasis in each exam component will be measuring competitively, abilities relative to job demands, of each applicant:

Knowledge of:

1. Telecommunications systems including California Law Enforcement Telecommunications System (CLETS).
2. Radio Standard Operating Procedure policy and procedures.
3. National Crime Information Center policy and procedures.
4. Computer-aided dispatch systems.
5. Principles of effective writing.
6. Departmental Equal Employment Opportunity (EEO) objectives.
7. A supervisor's role in the Equal Employment Opportunity program and the processes available to meet the Equal Employment Opportunity objectives.

Ability to:

1. Work under stress and maintain composure, establish priorities, and take appropriate action.
2. Recall a variety of situations and retain information.
3. Document accurately.
4. Compose written reports.
5. Supervise the work of others.
6. Train employees.
7. Give accurate instructions and directions.
8. Operate radio console, teletype, and other radio room equipment.
9. Effectively contribute to the Department's Equal Employment Opportunity objectives.

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 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 LIST INFORMATION

A Service-wide, open eligible list for the Communication Supervisor classification will be established for:

Department of Parks and Recreation and various other State Agencies for hiring.

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires eighteen (18) months after it is established. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list.

Veterans status is verified by the California Department of Human Resources (CalHR). Information on this program and [the Veterans' Preference Application](#) (Std. form 1093) is available online. Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career credits are not granted in open examinations.

EXAMINATION INFORMATION

This examination consists of the following components:

Training and Experience Evaluation – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% will be required.

The Training and Experience (T&E) Examination will consist of statements designed to measure how your training and work history have provided you the essential knowledge, skills, and abilities, and potential to effectively perform the duties relative to the classification.

***Applicants who meet the minimum qualifications will be sent an email with the link to access and take the T&E examination. Candidates must include a current/valid email address on their application. Failure to provide your current/valid email address will prevent you from taking the examination.**

Reschedules will only be considered based on the California Government Code and the California Department of Human Resources policy.

TESTING DEPARTMENT

Department of Parks and Recreation

CONTACT INFORMATION

If you have any administrative questions concerning this examination bulletin, including provision of reasonable accommodation for this testing process, please contact:

Department of Parks and Recreation
Attn: Exam Unit / Jacques Carter
1416 9th Street, Room 1018 (10th floor)
Sacramento, CA 95814
Jacques.Carter@parks.ca.gov

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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.

GENERAL INFORMATION

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

The Department of Parks and Recreation 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 applicants will be notified.

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

Veterans' Preference: Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (CalHR 1093), which is available at www.jobs.ca.gov, and the Department of Veterans Affairs.

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