DEPARTMENT OF PARKS AND RECREATION
EXAMINATION ANNOUNCEMENT

CORRECTION NOTICE

COMMUNICATIONS OPERATOR
OPEN-SPOT

EXAMINATION DATE HAS CHANGED

THE WRITTEN TEST DATE HAS BEEN MOVED FROM APRIL 11, 2015 TO APRIL 18, 2015

STATE OF CALIFORNIA

Department of Parks and Recreation

EXAMINATION ANNOUNCEMENT

COMMUNICATIONS OPERATOR

OPEN - SPOT

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 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.

POSITIONS EXIST

This is a SPOT examination for Riverside and Sacramento counties only. Positions exist in Perris and Rancho Cordova.

SALARY RANGE

A - $3016 - $4154
B - $3413 - $4699

WHERE TO APPLY

Application **and** Criminal Record Supplemental Questionnaire may be delivered in person or by mail. Please submit to:

By mail:
Department of Parks and Recreation
Attention: Selections Unit/Karen Oswald or
Cindy Dougherty
P.O. Box 942896
Sacramento, CA 94296-0001

In person:
Department of Parks and Recreation
1416 9th Street
Room 1018 (10th floor)
Sacramento, CA 95814

Link to Application (STD 678) and Criminal Record Supplemental Questionnaire:
http://jobs.ca.gov/Profile/StateApplication

INCLUDE EXAM CODE (*5PR06*) ON YOUR APPLICATION IN THE SECTION TITLED "EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING".

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

FINAL FILING DATE

Applications (Form 678) must be postmarked no later than **February 20, 2015,** the **final filing date.** Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.

EXAMINATION DATES

Written Test Date: P.O.S.T. Entry-Level Dispatcher Selection Test Battery will be held on **April 11, 2015.**

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

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment application. 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 Karen Oswald, Exam Analyst at (916) 651-0438 or Cindy Dougherty, Exam Analyst at (916) 653-9522.

(Continued on reverse side)

Exam Title:	**Communications Operator**	**Release date:**	**January 26, 2015**
Exam Code:	**5PR06**	**Final Filing Date:**	**February 20, 2015**
Schem Code:	**CR90**	**Class Code:**	**1670**

ELIGIBLE LIST INFORMATION

A departmental eligible list will be established for the Department of Parks and Recreation for Riverside and Sacramento counties. 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

All applicants must meet the education and/or experience requirements for this examination by the written test date.

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.

If education is required to meet the minimum qualifications, include on the application (question #13) the name and location of the institution, course of study, units completed (semester/quarter), diploma, degree, or certificate obtained, and date completed. **Note: Applicants who are hired from the employment list must provide their official transcripts from the applicable institution(s) if education is used to meet the minimum qualifications.**

Acceptable course work and degrees must be completed at a regionally accredited institution. Course work completed in other states is acceptable as long as the institution holds regional accreditation through an accrediting body. Course work and degrees completed outside of the United States must be evaluated by an approving foreign transcript evaluation agency before they may be used for credentialing purposes.

MINIMUM QUALIFICATIONS

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.

Education: Equivalent to completion of the 12th 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.

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 multifrequency/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.

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EXAMINATION INFORMATION

The written examination will consist of a Commission of Peace Officer Standards and Training (POST) Entry-Level Dispatcher Selection Test Battery weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. **COMPETITORS WHO DO NOT APPEAR FOR THE EXAMINATION WILL BE DISQUALIFIED.** Candidates that compete in a Commission on Peace Officer Standards and Training (POST) examination will be restricted from taking the examination in the event that they have tested within 30 days prior to the examination date. Based on POST guidelines, candidates shall not have tested for a period of one month (30 calendar days) before taking the POST examination again. This applies even if the examination is taken through a different department/agency than the original examination.

EXAMINATION SCOPE

Knowledge of:

1. Alphanumeric sequences.

Ability to:

1. Work under stress and maintain composure.
2. Follow instructions precisely.
3. Listen and translate what is heard into the appropriate action.
4. Speak English over the telephone quickly and be easily understood.
5. Adapt quickly to a variety of situations.
6. Act in an emergency situation.
7. Write rapidly and legibly.
8. Perform several functions simultaneously.
9. Hear in the presence of significant background noise.
10. Read and comprehend at the level required for the job.
11. Establish priorities and take appropriate action.
12. Extract critical information from incoming calls.
13. Recall a variety of situations and retain information.
14. Type.
15. Operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.

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.

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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 veteran's 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.

CAREER CREDITS

Career credits are not granted in open examinations.

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.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Parks and Recreation, (916) 651-0438 or (916) 653-9522 three days prior to the written test date if he/she has not received his/her notice.

Written Test Locations: Will be held in Riverside and Sacramento counties.

Applications are available at Department of Parks and Recreation, California Department of Human Resources (CalHR) offices, local offices of the Employment Development Department, and online at jobs.ca.gov.

If you meet the requirements, 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 described on this bulletin 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 Parks and Recreation reserves the right to revise the examination plan to better the needs of the service if the circumstances under which this examination was planned changes. 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 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 https://jobs.ca.gov/job/veteransinformation, 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 candidate 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.

DEPARTMENT OF PARKS AND RECREATION
Personnel Office/Selection Unit 1416 9th Street, Room 1018, Sacramento, CA 95814 (916) 651-0438 or (916) 653-9522

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)