



STATE OF CALIFORNIA
Department of Parks and Recreation
EXAMINATION ANNOUNCEMENT
COMMUNICATIONS SUPERVISOR
DEPARTMENTAL PROMOTIONAL



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

Statewide

SALARY RANGE

\$3948 - \$5436

WHO SHOULD APPLY

This is a Departmental Promotional examination for the **Department of Parks and Recreation**. Applicants must meet one of the following criteria in order to participate in this examination:

1. Must have a permanent civil service appointment with the Department of Parks and Recreation as of the final filing date; or
2. Must meet the provisions of the State Personnel Board Rule 234, 235, or 235.2; or
3. Must be a current or former employee with the Legislature, who resigned or was released from service within the last 12 months, and with two or more consecutive years of service as defined in Government Code Section 18990; or
4. Must be a current or former nonelected exempt employee of the Executive Branch of government who resigned or was released from service within the last 12 months, and with two more consecutive years of service (excluding those positions for which the salaries are set by statute) as defined in Government Code Section 18992; or
5. Must be a person retired from the United States military, honorable discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

For applicants who meet the criteria under 3, 4, or 5, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

Persons applying using Veterans experience must submit a copy of their DD214 with their Standard State Application (STD. 678)

WHERE TO APPLY

Applications ([Std. Form 678](#)) may be delivered in person or by mail. Please submit to:

By mail:

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

In person:

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

Exam Title: **Communications Supervisor**
Exam Code: **5PR07**
Schem Code: **CR95**

Release date: **May 8, 2015**
Final Filing Date: **May 22, 2015**
Class Code: **1671**

WHERE TO APPLY (continued)

INCLUDE EXAM CODE (5PR07) ON YOUR APPLICATION IN THE SECTION TITLED "EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING".

Only applications for the Communications Supervisor 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 **May 22, 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

Qualifications Appraisal Interview: It is anticipated that interviews will be held during **June/July 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 the Exam Analyst at (916) 654-9420.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Parks and Recreation. 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 **May 22, 2015**, the **final filing 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.

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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.

Either I

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

Or II

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

Or III

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

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 INFORMATION

The examination will consist of a qualifications appraisal interview weighted 100%. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

EXAMINATION SCOPE

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.

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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.

ADDITIONAL DESIRABLE QUALIFICATIONS

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 Communication 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.

VETERANS' PREFERENCE

Per Section I, section 18973.5 of the Government Code, this exam does not meet the requirements to be considered an entrance exam and therefore Veterans' Preference are **not** granted.

CAREER CREDITS

Career credits are not granted in promotional 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.

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GENERAL INFORMATION

For an examination without a written feature, it is the candidate's responsibility to contact the Selection Unit of the Department of Parks and Recreation, (916) 654-9420, three weeks after the final filing date if he/she has not received a progress notice.

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

Examination Locations: Locations of interviews or performance evaluations may be limited or extended as conditions warrant.

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.

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 this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. 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: 1) a current or former legislative employee meeting the criteria defined in Government Code (GC), Section 18990; OR 2) an exempt employee meeting the criteria defined in GC, Section 18992, OR 3) a person retired from the United States military, honorably discharged from active duty with a service connected disability, or honorably discharged from active duty as defined in GC, Section 18991. These rules may be reviewed at departmental personnel offices or at the Information Counter of the California Department of Human Resources in Sacramento.

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.

DEPARTMENT OF PARKS AND RECREATION
Personnel Office/Selection Unit 1416 9th Street, Room 1018, Sacramento, CA 95814 (916) 654-9420

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)