



# COMMUNICATIONS OPERATOR

**Exam Code: 2PR30**

**Department: State of California**

**Exam Type: Servicewide, Open**

**Final Filing Date: Continuous**

## CLASSIFICATION DETAILS

**Communications Operator (1670)** – Range A \$4,508 - \$6,208 per month.  
Range B \$5,101 - \$7,023 per month.

**Positions Exist in the Following Counties:** Riverside and Sacramento

View the [Communications Operator Classification Specification](#)

## APPLICATION INSTRUCTIONS

Final Filing Date: **Continuous**

Cutoff Date: **The first day of every month (e.g., January 1<sup>st</sup>)**

Applications will be processed on the first day of every month. Applications received after the cutoff date will be held and processed on the next established cutoff date. For exam purposes, the postmarked date will be considered the received date.

### **Who Should Apply:**

Applicants who meet the requirements as stated in the minimum qualifications section of this announcement. Anyone on the existing eligibility list for this classification, must take and pass this examination to be placed on the newly established eligibility list. Applications will not be accepted on a promotional basis.

If you have taken the Performance Examination in the last 3 months, you should not apply as your application will not be accepted.

## **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](http://www.calcareers.ca.gov)**. Applications emailed, postmarked or personally hand delivered after the final filing date **will not** be accepted for any reason. **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 Operator**
- Exam Code: **2PR30**

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.

Submit a completed [Conditions of Employment](#) form and send it in with your application.

However, do not send your application via office or interoffice mail. Applications received by this manner after the final filing date **will not** be accepted and cannot be returned pursuant to California Code of Regulations §174. Also, 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.

### **Via email**

[Exams@parks.ca.gov](mailto:Exams@parks.ca.gov)

### **By mail:**

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

### **In person:**

Department of Parks and Recreation  
Attention: Selections Unit/ Gladys Acosta  
715 P Street, 1<sup>st</sup> Floor Security Desk  
Sacramento, CA 95814

## **POSITION DESCRIPTION**

### **COMMUNICATIONS OPERATOR**

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.

## **MINIMUM QUALIFICATIONS**

If education is required to meet the minimum qualifications, include on the application the name and location of the institution, course of study, units completed (semester/quarter), diploma, degree, or certificate obtained, and date completed.

All applicants must meet the education and/or experience requirements as stated on this exam bulletin 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 service will count toward experience.

### **COMMUNICATIONS OPERATOR**

**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.

## **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.

## **EXAMINATION INFORMATION**

This examination consists of the following components:

**Performance Examination** – Weighted 100% of the final score.

The examination will consist solely of a **Performance Examination**. To obtain a position on the eligible list, a minimum score of 70% will be required.

The Performance Examination is an online examination that consists of a computer-based test of multi-tasking ability under stress using CRITICAL software designed to measure your knowledge, skills, and abilities to effectively perform the duties relative to the classification. This examination will take up to 2 hours. Helpful information about the software can be found at: [CRITICAL Test Descriptions](#).

Accepted applicants are required to have a Computer (Keyboard, Mouse, Speakers/Headphones, and access to the internet) to take this examination. Microsoft Edge, Google Chrome, Firefox, and Safari are compatible web browsers. The CRITICAL test link will not work with any mobile device running on a mobile operating system (Android or IOS).

**\*Applicants who meet the minimum qualifications will be sent an email from TestGenius with the link to access and take the Performance 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.**

## PERFORMANCE EXAMINATION DATES

**Performance Examination:** It is anticipated the link to the performance examination will be emailed approximately 2 weeks after each monthly cut-off date. You will have 7 days to take the performance exam.

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

## EXAMINATION SCOPE

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

### 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. Determine officer's welfare from voice inflection
12. Establish priorities and take appropriate action
13. Extract critical information from incoming calls
14. Recall a variety of situations and retain information
15. Anticipate the officer's need for assistance

16. Type
17. Operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment

## ELIGIBLE LIST INFORMATION

A servicewide, open eligible list for the *Communications Operator* classification will be established for the State of California for use by all State agencies.

The names of **successful** competitors will be merged onto the eligible list in order of final score regardless of exam date. Eligibility expires **twelve (12) 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.

Veteran's 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.

## CONTACT INFORMATION

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

**Email:**  
Gladys.Acosta@parks.ca.gov

**Phone:**  
(916) 902-8704

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

## REASONABLE ACCOMMODATION

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) 902-8704.

## **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 workplace. 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**

For an examination without a written feature, it is your responsibility as the candidate to contact the Selection Unit of the Department of Parks and Recreation if you have not received a progress notice within two weeks of the final filing date.

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 has 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.

**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.

High School Equivalence: Equivalence to completion of the 12<sup>th</sup> 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.