



Communications Operator

Training and Experience Assessment

Read instructions carefully

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Communications Operator examination consists of a Training and Experience examination used to evaluate your education, training, and experience. The eligible list resulting from this examination process will be used by the Department of State Hospitals facilities to fill their existing positions.

This Training and Experience Assessment will account for 100% of the weight of your examination for this classification. Therefore, please be sure to follow the instructions carefully.

Candidate's Name: _____

Social Security Number: _____

Address: _____

*****In order to expedite the hiring process, your phone numbers are required*****

Home Phone Number: _____

Work Phone Number: _____

Cellular Phone Number: _____

*****Verification References*****

Provide references who can verify the information you provide in this exam. Prior to receiving an offer for employment, these references will be contacted to confirm that you have paid or unpaid experience pertaining to the duties and requirements listed in this exam. List all references that apply.

EMPLOYMENT

Job Reference 1

Job Title: _____

Organization Name and Address: _____

Dates Worked: From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Job Reference 2

Job Title: _____

Organization Name and Address: _____

Dates Worked: From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Job Reference 3

Job Title: _____
Organization Name and Address: _____
Dates Worked: From: _____ To: _____
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____
Contact Phone Number(s) of the above Individual(s): _____

Job Reference 4

Job Title: _____
Organization Name and Address: _____
Dates Worked: From: _____ To: _____
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____
Contact Phone Number(s) of the above Individual(s): _____

Job Reference 5

Job Title: _____
Organization Name and Address: _____
Dates Worked: From: _____ To: _____
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____
Contact Phone Number(s) of the above Individual(s): _____

Job Reference 6

Job Title: _____
Organization Name and Address: _____
Dates Worked: From: _____ To: _____
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____
Contact Phone Number(s) of the above Individual(s): _____

EDUCATION

Education Reference 1

School Name and Address: _____
Degree(s) Earned: _____
Date(s) Attended: From: _____ To: _____

Education Reference 2

School Name and Address: _____
Degree(s) Earned: _____
Date(s) Attended: From: _____ To: _____

Education Reference 3

School Name and Address: _____
Degree(s) Earned: _____
Date(s) Attended: From: _____ To: _____

Education Reference 4

School Name and Address: _____

Degree(s) Earned: _____

Date(s) Attended: From: _____ To: _____

Signature

Date

I certify that all the statements I have made in this application are true and correct.

FILING INSTRUCTIONS:

Please submit your completed Training and Experience Assessment, along with a standard State Application Form, STD. 678 as follows:

Mail or Hand Deliver to:

DSH-SACRAMENTO
SELECTION SERVICES UNIT
1600 9TH STREET, ROOM 121
SACRAMENTO, CA 95814
(916) 651-8832

**Communications Operator
TRAINING AND EXPERIENCE ASSESSMENT**

Name: _____

MINIMUM QUALIFICATIONS

Each candidate must meet the minimum qualifications on his/her application by the established cut-off date. If not, the candidate's application in the examination process will be rejected and his/her Training and Experience Assessment will not be scored. Please ensure that your State application (STD. Form 678) clearly indicates your education, experience, and licensure information reflective of the minimum qualifications for this examination process as stated below:

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.

**Communications Operator
TRAINING AND EXPERIENCE ASSESSMENT**

Name: _____

VERY IMPORTANT: PLEASE READ THIS ENTIRE SECTION CAREFULLY.

Before a hiring decision will be made, your responses to exam questions will be verified. A hiring manager or personnel staff member may contact the references you have provided to confirm job dates, experiences, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate references AND contact information may significantly limit our ability to make a job offer.

If it is determined at any time that you have made any false or inaccurate representations in any of the information you have provided, you may be disqualified from this process, suffer a loss of State employment, and/or suffer a loss of the right to compete in any future State of California hiring processes. You are solely responsible for the accuracy of the responses provided.

This warning has been provided to protect your rights as a job candidate as well as the rights of the department. Be advised that you are expected to answer truthfully and accurately.

**Communications Operator
TRAINING AND EXPERIENCE ASSESSMENT**

Name: _____

WORK EXPERIENCE

Section 1: Task Ratings

Instructions:

Using the rating scales provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and WORK EXPERIENCE whether paid or volunteer.

Note to Applicant: Please read carefully. For items 1-27, indicate under “Experience” and “Frequency,” the # of times you performed each statement. Under “References,” identify a job(s) and/or education reference(s) for each statement.

ITEM	Experience I have performed this task for: 4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	Frequency I have performed this task: 4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	EXPERIENCE	FREQUENCY	REFERENCES: EDUCATION/TRAINING
1	Tracking and logging in house calls in order to identify and locate caller using the facility alarm system.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___
2	Routing and distributing incoming calls or requests to the appropriate facility or unit in a calm, courteous, and tactful manner using the appropriate guidelines, rules, and policies.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___
3	Providing information and telecommunications support to law enforcement officers in the field using a variety of computerized and manual information systems and other local, regional, and national databases.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___
4	Monitoring radio frequencies/channel radio telephone systems and computer-aided transmitting and receiving equipment to ensure calls are received from field units.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___
5	Maintaining accurate and updated information on all callback numbers, pager numbers, and telephone numbers as needed for both emergency response agencies and law enforcement.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___

**Communications Operator
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Name: _____

ITEM	Experience I have performed this task for: 4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	Frequency I have performed this task: 4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	EXPERIENCE	FREQUENCY	REFERENCES: EDUCATION/TRAINING
6	Conducting sensor equipment testing on units and off-units locations to ensure equipments are properly working.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
7	Tracking and logging all radio dispatch communication into the computer aided system using pertinent information obtained from law enforcement.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
8	Reviewing and verifying the validity of information using a variety of computerized and manual information systems and other local, regional, and national databases.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
9	Processing and logging inquiries (e.g., time, location) using information obtained from a variety of computerized and manual information systems and/or departmentally approved computer software and guidelines to facilitate the successful and timely completion of assigned duties.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
10	Assigning event and case numbers to incident reports using information obtained from law enforcement.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
11	Coordinate and transfer requests for emergency and non-emergency medical services with emergency medical dispatchers.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
12	Recording accurate information (e.g., nature of reported problems, locations, time) using a radio and activity log, Department's daily activity, and radio/primary logs.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
13	Coordinating communication between management, staff, and internal and external emergency personnel to provide information, answer questions, and address issues/problems.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
14	Training new staff on various telecommunications systems, equipment operations, and the use of public safety communication equipment to ensure safe and proper operation.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __

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ITEM	Experience I have performed this task for: 4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	Frequency I have performed this task: 4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	EXPERIENCE	FREQUENCY	REFERENCES: EDUCATION/TRAINING
15	Providing requested information to supervisors and co-workers by telephone, in written form, e-mail, or in person to ensure functionality within the organization.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
16	Prioritizing events and workload to ensure critical assignments are completed within deadlines.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
17	Communicating clearly and distinctly in stressful situations over the radio or telephone with callers using a calm, courteous, and tactful approach to achieve resolution.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
18	Communicating with management and supervisors to provide notification of schedule and updates on current status of tasks.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
19	Maintaining work area to ensure a clean, safe, and efficient environment that is in compliance with departmental policy.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
20	Evaluating communications equipment and make recommendations to management and/or agencies regarding technologies that may improve or enhance system operation.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
21	Calming and diffusing situations with difficult or upset staff or public in the course of completing work assignments.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
22	Using word processing software to prepare memos, correspondence, and other documents and materials.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __
23	Reading and interpreting technical materials pertaining to facility or program operations (e.g., policies and procedures, laws) to apply information to work assignments.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job __

**Communications Operator
TRAINING AND EXPERIENCE ASSESSMENT**

Name: _____

ITEM	Experience I have performed this task for: 4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	Frequency I have performed this task: 4 - More than 30 times 3 - At least 21-30 times 2 - At least 11-20 times 1 - 1-10 times 0 - 0 times	EXPERIENCE	FREQUENCY	REFERENCES: EDUCATION/TRAINING
24	Making recommendations to resolve problems or issues related to the completion of work projects or assignments.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___
25	Obtaining initial call-screening information (e.g., unit, location, call back number, name, nature of incident) from victims, witness, or personnel for dispatching purposes in accordance with established telecommunication procedures.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___
26	Monitoring and responding to radio/computer transmissions from all field units in order to ensure all fire and police notifications are responded to appropriately.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___
27	Reconciling and verifying patient count to ensure and maintain accurate census.				<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4 <input type="checkbox"/> Job ___

**Communications Operator
TRAINING AND EXPERIENCE ASSESSMENT**

Name: _____

WORK EXPERIENCE

Section 2: KSA Ratings

Instructions:

Using the rating scale provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and WORK EXPERIENCE whether paid or volunteer.

Note to Applicant: Please read carefully. For items #28-48, indicate under “Experience” the # of times you performed each statement. Under “References,” identify a job(s) and/or education reference(s) for each statement.

ITEM	Years of experience I have applied this knowledge or ability for: 4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	EXPERIENCE	REFERENCES: EDUCATION/TRAINING
28	Knowledge of computer applications to enter information into database(s).		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
29	Knowledge of radio procedures to appropriately enter codes.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
30	Knowledge of basic law enforcement codes and regulations.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
31	Knowledge of phonetic sequences for completing work assignments.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
32	Ability to type efficiently to complete assignments and/or projects in a timely manner.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Communications Operator
TRAINING AND EXPERIENCE ASSESSMENT**

Name: _____

ITEM	Years of experience I have applied this knowledge or ability for: 4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	EXPERIENCE	REFERENCES: EDUCATION/TRAINING
33	Ability to act quickly and efficiently to resolve issues and problems.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
34	Ability to maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
35	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and free of errors.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
36	Ability to enter, transcribe, record, store, or maintain information in written or electronic form.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
37	Ability to extract critical information from incoming calls to solve problems and/or resolve solutions.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
38	Ability to present ideas and information effectively to various entities (e.g. staff, the public, management) in order to communicate and meet operational needs.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
39	Ability to analyze situations and data accurately and thoroughly to determine and implement effective and appropriate course(s) of action.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
40	Ability to use a variety of resources and tools (e.g., telephones) needed to complete a task in accordance with departmental goals and objectives.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
41	Knowledge of basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing work assignments and related tasks.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Communications Operator
TRAINING AND EXPERIENCE ASSESSMENT**

Name: _____

ITEM	Years of experience I have applied this knowledge or ability for: 4 - More than 5 years 3 - More than 3 years and up to 5 years 2 - More than 1 year and up to 3 years 1 - More than 6 months and up to 1 year 0 - 0 to 6 months	EXPERIENCE	REFERENCES: EDUCATION/TRAINING
42	Ability to perform basic mathematical computations (e.g., addition, subtraction, multiplication, division) using calculators and spreadsheet software for completing work assignments and related tasks.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
43	Ability to operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
44	Knowledge of basic emergency response procedures in order to take appropriate actions to emergency situations.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
45	Ability to determine officer's welfare from voice inflection in cases of additional assistance.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
46	Knowledge of portable radio or alternative system to dispatch if regular system is down.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
47	Ability to maintain a well-modulated voice and clear enunciation for radio transmission.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4
48	Knowledge of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) restrictions.		<input type="checkbox"/> Job 1 <input type="checkbox"/> Edu. Ref. 1 <input type="checkbox"/> Job 2 <input type="checkbox"/> Edu. Ref. 2 <input type="checkbox"/> Job 3 <input type="checkbox"/> Edu. Ref. 3 <input type="checkbox"/> Job 4 <input type="checkbox"/> Edu. Ref. 4

**Communications Operator
TRAINING AND EXPERIENCE ASSESSMENT**

Name: _____

If you are successful in this examination, your name will be placed on an active employment list for 12 months and utilized to fill vacancies. Before you mark this form, please consider relocation and distance. If you are not planning to relocate or are not willing to travel to a distant job location, do not select locations that are a great distance from your residence. You may choose multiple locations.

TYPE OF APPOINTMENT YOU WILL ACCEPT

- Permanent/Full Time
- Other than Permanent/Full Time
- Both

LOCATIONS IN WHICH YOU ARE WILLING TO WORK

- (4001) DSH – Atascadero
Atascadero, CA
- (1002) DSH – Coalinga
Coalinga, CA
- (1945) DSH – Metropolitan
Norwalk, CA
- (2802) DSH – Napa
Napa, CA
- (3619) DSH – Patton State Hospital
Patton, CA



Please notify the Department of State Hospitals, Human Resources Branch promptly of address or location preference changes at 1600 9th Street, Room 121, Sacramento CA 95814 or (916) 651-8832.