



CONTINUOUS OPEN EXAMINATION FOR DEPARTMENT OF STATE HOSPITALS

Communications Operator

www.dsh.ca.gov

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 the 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.

EXAMINATION TYPE AND POSITION LOCATIONS

This is an open examination for the Department of State Hospitals (DSH) for the following location(s):

DSH - Atascadero
DSH - Metropolitan
DSH - Patton

DSH - Coalinga
DSH - Napa

State Applications (STD. 678) will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

MAIL OR HAND DELIVER BOTH, A STATE APPLICATION (STD. 678) AND TRAINING AND EXPERIENCE EXAMINATION TO:

DEPARTMENT OF STATE HOSPITALS-SACRAMENTO
SELECTION SERVICES UNIT
1600 9TH STREET, ROOM 121
SACRAMENTO, CA 95814
(916) 651-8832

California Relay for the hearing impaired:

From a TDD Phone (800) 735-2929

From a Voice Phone (800) 735-2922

DO NOT SUBMIT A STATE APPLICATION (STD. 678) TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.

NOTE: All State Applications (STD. 678) must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. State Application (STD. 678) received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application (STD. 678).

EXAMINATION ELIGIBILITY LIMITATION

A candidate may be tested only once during any testing period. The testing period for this classification is once every 3 months. If you have taken an examination for this classification with the Department of State Hospitals- Atascadero, Coalinga, Metropolitan, Napa, Patton, and Sacramento within the last 3 months, you are not eligible to compete in this examination.

FINAL FILE DATE

Continuous Testing – No Final File Date. Testing is considered continuous as dates can be set at any time.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the State Application (STD. 678). The Selection Services Unit will contact you to make special testing arrangements.

SALARY RANGE **RANGE A:** \$3,529 - \$4,861*
RANGE B: \$3,993 - \$5,499*

*Salary reflects updated amount as of July 1, 2018.

The salaries used in the bulletin may not reflect all pay raises or any additional bonuses. You should verify the salary level(s) with the department personnel office before making any commitments.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your State Application (STD. 678) indicates that you have read, understood, and possess the basic qualifications required.

NOTE: All applicants must meet the education and/or experience requirements for this examination by the testing deadline established by the testing office.

MINIMUM QUALIFICATIONS

Qualifying experience may be combined on a proportionate basis if the requirements stated below 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 an 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.

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; ability to handle stressful situations; 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.

JOB DESCRIPTION

This is the entry, working, and journey level for this series. Employees work under general supervision in a Communications Center

* Additional information regarding functions performed, complexity factors, and scope of responsibility for the Department of State Hospitals is contained in a separate document titled "Allocation Guidelines." 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.

EXAMINATION INFORMATION

This examination will consist of a Training and Experience Examination – Weighted 100%

[**CLICK HERE FOR THE TRAINING AND EXPERIENCE EXAMINATION.**](#)

The examination will consist solely of a Training and Experience Examination. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Examination process.

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. 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 departmental open eligible list will be established for the Department of State Hospitals- Atascadero, Coalinga, Metropolitan, Napa and Patton. The eligible list will be used to fill vacancies at Atascadero, Coalinga, Metropolitan, Napa and Patton. Names of successful competitors are merged onto the list in order of final score, regardless of date. Eligibility expires 12 months after it is established, unless the needs of the service and conditions of the list warrant a change in this period.

VETERANS' PREFERENCE

Veterans' preference will be granted in this examination.

GENERAL INFORMATION

For an examination without a written feature it is the competitor's responsibility to contact the Department of State Hospitals, Selection Services Unit at (916) 651-8832 three weeks after the application deadline date if she/he has not received a progress notice.

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

State Applications (STD. 678) are available at the California Department of Human Resources, local offices of the Employment Development Department, the Department of State Hospitals, and accessible on the internet at www.CalHR.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Competitors who pass will be ranked according to their scores.

The Department of State Hospitals 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 law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of competitors and conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide 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.

General Qualifications: Competitors 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: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded 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 Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://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 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.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the State Applications (STD. 678). (Section 4 of Article VII of the California Constitution is posted at the California Department of Human Resources, 1515 S Street Sacramento, CA 95811.)

DEPARTMENT OF STATE HOSPITALS

Selection Services Unit
1600 9th Street, Room 121
Sacramento, CA 95814

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.
From TDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922