



# COMMUNICATIONS OPERATOR

**Exam Code: 3MH69**

**Administering Department:** Department of State Hospitals

**Exam Type:** Servicewide, Open

**Final Filing Date:** Continuous

**Class Code:** 1670

## CLASSIFICATION DETAILS

**Communications Operator** – Salary Range per month.

Range A: \$4,000.00 - \$5,509.00

Range B: \$4,526.00 - \$6,233.00

Salary updated as of: July 1, 2021

View the [Communications Operator classification specification](#)

## APPLICATION INSTRUCTIONS

**Final Filing Date: Continuous**

Applications are accepted on a continuous basis. The cut-off-date is the first Friday of each month. All completed applications and Training and Experience examinations submitted by each cut-off-date will be processed for that administration.

Note: Applications and examinations may be processed on a flow basis prior to the cut-off-date to meet the hiring needs of the department.

Dates printed on envelopes by mobile barcodes or equivalent mobile print technology are not acceptable proof of the date the application and any other required documents or materials were filed.

## **Who Should Apply:**

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination. Once you have taken this examination, you may not retake it for **six (6)** months.

Unless otherwise stated on this bulletin, you must meet the Minimum Qualifications by the Final Filing Date or cut-off-date stated above.

## **How to Apply:**

**Step 1.** Applicants are required to submit an [Examination Application \(STD 678\)](#), found at [www.calcareers.ca.gov](http://www.calcareers.ca.gov), either by mail, in person, or via email to the address listed below.

**Step 2.** Once your application has been submitted, you must complete the **Training and Experience (T&E)** following the instructions below under, **Taking the Examination**.

**Applicants must complete Steps 1 and 2 by each cut-off date. Failure to do so will result in a delay in the examination process.**

The preferred method to apply is by emailing your STD 678 to:

[CommunicationsOperator@dsh.ca.gov](mailto:CommunicationsOperator@dsh.ca.gov)

**Electronic signatures are acceptable.**

Indicate the Classification on your Examination Application (STD 678).

You may apply by mail or in person to:  
Department of State Hospitals – Sacramento  
Attn: Selection Services Unit, MS-14  
1215 O Street  
Sacramento, CA 95814

Indicate the Classification on your Examination Application (STD 678).

In person hours: Monday through Friday, 8am to 5pm (excluding State holidays)

## **Special Testing Arrangements:**

If you require assistance or alternative testing arrangements due to a disability, please contact the testing department listed in the Contact Information section of this bulletin.

## **MINIMUM QUALIFICATIONS**

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.

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.

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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.

## POSITION 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 SCOPE

This examination consists of the following components:

**Training and Experience Evaluation** – Weighted 100% of the final score.

The examination will consist solely of a **Training and Experience Evaluation**. To obtain a position on the eligible list, a minimum score of 70% must be received.

In addition to evaluating applicants' relative knowledge, skills, and ability, 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 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 **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.

Veterans 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 at the following website:

<https://www.jobs.ca.gov/CalHRPublic/Landing/Jobs/VeteransInformation.aspx>

Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career credits are not granted for examinations administered on an Open or Promotional basis.

## PREPARING FOR THE EXAMINATION

Here is a list of suggested resources to have available prior to taking the exam.

1. **Employment History:** Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.
2. **Education:** School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.
3. **Training:** Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

## TAKING THE EXAMINATION

**Step 1. Submit your STD 678 (email preferred: [CommunicationsOperator@dsh.ca.gov](mailto:CommunicationsOperator@dsh.ca.gov))**

**Step 2. [Click on this link to take the Communications Operator examination.](#)**

**Applicants must complete Steps 1 and 2 by each cut-off date. Failure to do so will result in a delay in the examination process.**

## TESTING DEPARTMENTS

Department of State Hospitals

## CONTACT INFORMATION

Questions relating to this exam should be directed to:

Department of State Hospitals  
Selection Services Unit  
Monday through Friday, 8am to 5pm (excluding State Holidays)  
Phone: 916-651-8832  
Email: [CommunicationsOperator@dsh.ca.gov](mailto:CommunicationsOperator@dsh.ca.gov)

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice). TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

## **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 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.

## **GENERAL INFORMATION**

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 the following website:

<http://www.CalCareers.ca.gov/>

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 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. This examination may be canceled by the Department of State Hospitals at any time prior to the establishment of the employment list. Such revision or cancellation 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

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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) 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 the bulletin.

Equivalence to completion of the 12<sup>th</sup> grade: Equivalence to completion of the 12th grade must be demonstrated by: (1) possession of a high school diploma; (2) pass the General Education Development (GED) test or other high school equivalency test approved by the State Department of Education that indicates high school graduation level; (3) pass the California High School Proficiency Examination; or (4) have attained a two-year, four-year, or advanced degree from an accredited college or university.

The high school shall be either a United States public school, an accredited United States Department of Defense high school, or an accredited or approved public or nonpublic high school. Any accreditation or approval required by this subdivision shall be from a state or local government educational agency using local or state government approved accreditation, licensing, registration, or other approval standards, a regional accrediting association, an accrediting association recognized by the Secretary of the United States Department of Education, an accrediting association holding full membership in the National Council for Private School Accreditation (NCPSA), an organization holding full membership in AdvancED, an organization holding full membership in the Council for American Private Education (CAPE), or an accrediting association recognized by the National Federation of Nonpublic School State Accrediting Associations (NFNSSAA).