

NOTICE OF CORRECTION: JANUARY 21, 2021
EXAMINATION TITLE: PUBLIC SAFETY DISPATCH SUPERVISOR I
EXAMINATION BASE: DEPARTMENTAL PROMOTIONAL
DEPARTMENT: CALIFORNIA HIGHWAY PATROL
FINAL FILING DATE: FEBRUARY 4, 2021

THE BULLETIN ANNOUNCING THE ABOVE EXAMINATION IS AMENDED AS FOLLOWS:

FINAL FILING DATE HAS BEEN EXTENDED TO FEBRUARY 4, 2021

WE REGRET ANY INCONVENIENCE THIS CHANGE MAY CAUSE TO CANDIDATES WHO HAVE FILED FOR THIS EXAMINATION.

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
SELECTION STANDARDS & EXAMINATIONS SECTION
(916) 843-3820



PUBLIC SAFETY DISPATCH SUPERVISOR I, CALIFORNIA HIGHWAY PATROL

PROMOTIONAL EXAMINATION FOR CALIFORNIA HIGHWAY PATROL EMPLOYEES

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 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.

NOTE: Positions exist statewide.

FINAL FILING DATE

January 21, 2021

Applications (STD. 678, Examination / Employment Application, Rev. 7-19 or later) must be **POSTMARKED** no later than 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.

NOTE: Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the United States Postal Service, are not considered Postmark dates for the purpose of determining timely filing of an application. It is not recommended to use tracking postcard PS Form 3811, Domestic Return Receipt, as this may cause a delay in the processing of your application. It is the applicant's responsibility to submit their application on time and to ensure the envelope is postmarked.

HOW TO APPLY

Submit applications to:

California Highway Patrol
Selection Standards and Examinations Section
P. O. Box 942898
Sacramento, CA 94298-0001

OR applications may be hand delivered during regular business hours (8:00 a.m. to 5:00 p.m.) to the following location:

California Highway Patrol
Selection Standards and Examinations Section
601 North 7th Street
Sacramento, CA 95811

NOTE: Submission of the Criminal Record Supplemental Questionnaire is not required with applications for examination.

NOTE: DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR) OR TO A LOCAL CALIFORNIA HIGHWAY PATROL OFFICE. AT THIS TIME THE CALIFORNIA HIGHWAY PATROL DOES NOT ACCEPT APPLICATIONS FOR EXAMINATIONS ONLINE.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

FAXED OR E-MAILED APPLICATIONS WILL NOT BE ACCEPTED. APPLICATIONS POSTMARKED, RECEIVED VIA INTER-OFFICE MAIL, OR PERSONALLY DELIVERED AFTER THE FINAL FILING DATE WILL NOT BE ACCEPTED.

NOTE: All application (STD. 678) forms must include: employment history “from” and “to” dates (month/day/year), hours per week, title/job classification, and duties performed. Application (STD. 678) forms received without this information will be rejected. Résumés or other documents will not be accepted in lieu of a completed application (STD. 678) form.

CONTACT INFORMATION

Examination Services: 916-843-3820

SPECIAL TESTING ARRANGEMENTS

Applicants with a disability who are requesting special testing arrangements shall mark the appropriate box in item number 10 on the application. Applicants will be contacted regarding specific arrangements.

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

WRITTEN TEST DATE

March 6, 2021

QUALIFICATIONS APPRAISAL INTERVIEW

It is anticipated interviews will be held during May 2021.

SALARY RANGE

\$4,724-\$6,504

NOTE: Effective July 1, 2020, state employees are subject to wage reductions in exchange for

Personal Leave Program (PLP) accruals. The salary reflected above does not represent this wage reduction. The specific rate and hours earned was negotiated and agreed upon by each bargaining unit. This information can be reviewed at <https://www.calhr.ca.gov/state-hr-professionals/Pages/bargaining-contracts.aspx>.

NOTE: Public Safety Dispatch Supervisor Is, California Highway Patrol, assigned to any of the following communications centers shall receive a \$300 monthly recruitment and retention differential: Border (San Diego), Capitol, Chico, Golden Gate (Vallejo), Humboldt, Indio, Los Angeles, Monterey, Orange, Sacramento, San Luis Obispo, Ukiah, or Ventura Communications Center. Eligibility for the retention incentive will terminate upon reassignment for any reason to any other communications center not specified in this provision.

WHO SHOULD APPLY

1. Applicants must have a permanent civil service appointment with the California Highway Patrol as of the final filing date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

NOTE: Persons applying for this examination who are using United States military experience must attach a copy of their DD214, Certificate of Release or Discharge from Active Duty, to the application (STD. 678) form.

ELIGIBLE LIST INFORMATION

A departmental eligible list will be established for the California Highway Patrol. This list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Please note that the list can be abolished any time after 12 months based on the needs of the service.

Competitors may retest after 18 months.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the experience and/or education requirements for this examination by the written test date.

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.

Either I

One year of experience performing the duties of a Public Safety Dispatcher, California Highway Patrol.

Or II

Two years of experience in dispatching police, forestry, or fire vehicles by radio/telephone.

SPECIAL REQUIREMENT

Ability to type at a speed of not less than 40 words per minute; and a satisfactory record as a law-abiding citizen.

SPECIAL PERSONAL CHARACTERISTICS

Consistently reports to work on time with a minimum of absences; willingness to work nights, weekends, holidays, overtime, and at unusual hours is required; has emotional stability and even temperament; willingness and initiative to take independent action; performs tasks accurately; positive attitude; adapts to shifting demands of the job; performs effectively under stress and time pressure; tolerates a confined work space with sitting and/or standing for prolonged periods; shows interest in serving the public; shows respect and consideration for others; maintains confidentiality of information; works productively without supervision; dependable; self-motivated; mature; and a team-player.

THE POSITION

This is the first supervisory level in the series. Under direction, incumbents typically plan, organize, and assign work to a group of 6-11 communications personnel and may assist with 24-hour operation of a communications center. Typical duties include planning, organizing, and assigning work to a small group of employees; providing for and conducting training in the operation of communications equipment and CHP and allied agency procedures; preparing and coordinating employees' work schedules; reviewing and evaluating employees' work performance; participating in the selection of new communications personnel; supervising or personally performing, when necessary, normal and/or the most difficult dispatch duties, and operating communications equipment; assisting with the

management of a communications center by performing a wide variety of routine staff work and administrative duties; interpreting and applying the provisions of a wide variety of manuals, labor contracts, rules and regulations, etc.; preparing a variety of reports, memorandums, correspondence, and operating manuals; ensuring that communications equipment is fully operational; and providing leadership and support to team-building efforts.

EXAMINATION INFORMATION

This examination will consist of a written test weighted 40% and a Qualifications Appraisal Interview weighted 60%. **Competitors who do not appear for any phase of the examination will be disqualified.** In order to obtain a position on the eligibility list, an overall minimum score of 70% must be attained. In addition, a minimum score of 70% must be attained in each part of the examination for weighted examinations.

Scope:

Knowledge of:

- Policies and procedures of local, State, and Federal law enforcement databases.
- The Department's computer-aided dispatch system.
- Basic techniques of effective communications.
- The organizational structure, goals, and objectives of the Department, and functions of other sections.
- The Department's Equal Employment Opportunity Program (EEO) objectives, and the processes available to meet EEO objectives.
- A supervisor's responsibility for maintaining a work environment that is free of discrimination and harassment.

Ability to:

- Operate general office equipment and computers.
- Read and understand a variety of job-related materials.
- Perform basic arithmetic.

- Effectively communicate verbally.
- Interpret pertinent Department policies and regulations and apply situationally.
- Perform normal dispatch duties and operate communications equipment.
- Manage time effectively.
- Meet and deal tactfully with departmental personnel, the public, news media, and other government agencies.
- Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

VETERANS' PREFERENCE

Veterans' Preference credit is not granted in promotional examinations.

GENERAL INFORMATION

It is the competitor's responsibility to contact the California Highway Patrol, Selection Standards and Examinations Section, Examination Services, at (916) 843-3820, three days prior to the written test date if a notice has not been received.

If the competitor did not receive a notice of oral interview prior to the day of the interview due to verified postal error, the competitor will be rescheduled upon written request.

Applications (STD. 678, Rev. 7-19 or later) for open and promotional examinations are available from the California Highway Patrol, local offices of the Employment Development Department, CalHR, and the CalHR Web site at www.jobs.ca.gov.

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

The California Highway Patrol 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.

Written Test Location(s): The written test will be given in such places in California as the number of competitors and conditions warrant.

Interview Location(s): It is anticipated that interviews will be scheduled in such places in California as the number of competitors and conditions warrant.

Competition is limited to those who meet one of the criteria listed under "Who Should Apply" and "Requirements for Admittance to the Examination." Under certain circumstances others may be allowed to compete under the provisions of California Code of Regulations (CCR), Sections 234, 235, and 235.2. The CCR Sections 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or CalHR.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.

The California Relay Service enables a person with a Telecommunications Device for the Deaf (TDD) to communicate over telephone lines with another person who does not have a TDD. To use the California Relay Service, call the following: if you have a TDD, 1-800-735-2929, if you do not have a TDD, call 1-800-735-2922.