



PUBLIC SAFETY DISPATCH SUPERVISOR I CALIFORNIA HIGHWAY PATROL

OPEN STATEWIDE EXAMINATION

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, REPRODUCTIVE HEALTH DECISION-MAKING, 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 March 21, 2024

Applications (STD. 678, Examination / Employment Application, Rev. 12-21 or later) must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, received electronically, 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 the applicant's responsibility to submit their application on time and to ensure the envelope is postmarked.

HOW TO APPLY Applications may be submitted electronically. To apply for this examination electronically, you may complete the application below, and email in PDF format to Examinations@chp.ca.gov. Applications must be signed and dated.

DO NOT include your Social Security Number on the application.

NOTE: The application must be electronically received (not postmarked) by Selection Standards and Examinations Section **by 11:59 p.m. no later than the final filing date posted above.**

To obtain a copy of the Employment Application, go to the link below:

- Examination / Employment Application (STD. 678)
<https://jobs.ca.gov/pdf/STD678.pdf>

If you choose to not apply electronically, a hard copy application may be submitted through an alternative method listed below:

Submit application packages by mail 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.

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR) OR TO A LOCAL CALIFORNIA HIGHWAY PATROL OFFICE.

FAXED APPLICATIONS WILL NOT BE ACCEPTED. APPLICATIONS POSTMARKED, RECEIVED VIA INTEROFFICE MAIL, OR PERSONALY 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

SALARY RANGE \$5,593-\$7,701

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: Barstow, Capitol, Chico, Fresno, Humboldt, Indio, Monterey, Sacramento, San Luis Obispo, Ukiah, and 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.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

	<p>Public Safety Dispatch Supervisor Is, California Highway Patrol, assigned to any of the following communications centers shall receive a \$750 monthly recruitment and retention differential: Border (San Diego), Golden Gate (Vallejo), Los Angeles, and Orange (Irvine) Communications Center. Eligibility for the retention incentive will terminate upon reassignment for any reason to any other communications center not specified in this provision.</p>
SPECIAL TESTING ARRANGEMENTS	<p>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.</p> <p>NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</p>
WRITTEN TEST DATE	May 4, 2024
ELIGIBLE LIST INFORMATION	<p>A departmental eligible list will be established for the California Highway Patrol. The 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 the list can be abolished any time after 12 months based on the needs of the service.</p> <p>Competitors may retest after 6 months.</p> <p>This is an open examination. Career credits do not apply.</p>
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>NOTE: All applicants must meet the experience and/or education requirements for this examination by the final filing date.</p> <p>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.</p> <p style="text-align: center;">Either I</p> <p>One year of experience performing the duties of a Public Safety Dispatcher, California Highway Patrol.</p> <p style="text-align: center;">Or II</p> <p>Two years of experience in dispatching police, forestry, or fire vehicles by radio/telephone.</p>
DRUG TESTING REQUIREMENT	Applicants for positions in this classification are required to pass a drug screening test. (The drug screening test will be waived for employees who are currently in a designated "sensitive" classification for which drug testing is required under California Code of Regulations, Section 213.)
SPECIAL REQUIREMENT	<p>Ability to type at a speed of not less than 40 words per minute; and a satisfactory record as a law-abiding citizen.</p> <p>NOTE: This classification requires a net typing speed of 40 words per minute. If you are successful in the examination, you will be required to present an official typing certificate that meets or exceeds the standard prior to being considered for hire from the eligible list. Additionally, possession of a typing certificate does not preclude being tested on-site to verify your typing speed and accuracy.</p>
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	<p>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.</p>
EXAMINATION INFORMATION	<p>This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Competitors who do not appear for the written test will be disqualified.</p> <p>Scope:</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • Policies and procedures of local, State, and Federal law enforcement databases. • Basic techniques of effective communications. • A supervisor's responsibility for maintaining a work environment that is free of discrimination and harassment. • Effective management principles and techniques. <p>Ability to:</p> <ul style="list-style-type: none"> • 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. • Apply the principles, methods, and techniques of effective personnel management and supervision, and demonstrate leadership qualities. • Effectively organize and assign work, determine priorities and prepare or adjust work schedules, identify training needs and provide training to staff, and evaluate employee job performance.

VETERANS' PREFERENCE	<p>Veterans' Preference: Will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:</p> <ol style="list-style-type: none">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.3. Veterans' Preference is not granted once a person achieves permanent civil service status.
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HIRING INFORMATION

Background Investigation: The California Highway Patrol conducts a background investigation to determine the competitor's suitability for employment. Information collected for a background investigation after the examination is distinct from that required on the Examination / Employment Application (STD. 678, Rev. 12-21 or later), which is completed prior to the examination. You may be requested to divulge conviction history on the background investigation form that is not required of you when completing the STD. 678. Fingerprints of competitors are also taken as part of the background investigation.

Psychological Evaluation: The California Highway Patrol conducts a psychological evaluation of applicants for positions in this classification to determine the competitor's suitability for employment. The psychological evaluation screening process ensures competitors are free from any psychological or emotional condition that might adversely affect job performance. The evaluation consists of an online examination and a clinical interview with a psychologist or a physician.

Medical Examination: The California Highway Patrol requires a medical examination be conducted of applicants for positions in this classification by a licensed physician to determine the competitor's suitability for employment. The medical examination ensures competitors are free from any medical condition that might adversely affect job performance.

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.

Applications (STD. 678, Rev. 12-21 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 assure 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 a 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.

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.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code Sections 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 CalHR. Directions to apply for Veterans' Preference are on the Veterans' Preference for Examination form (CalHR 1093), which is available at www.jobs.ca.gov/calhrpublic/landing/jobs/veteransinformation.aspx, from written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

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, 1-800-735-2922.