

P.O.S.T. ENTRY-LEVEL DISPATCHER



SELECTION TEST BATTERY Examination Procedures *Effective July 1, 2008*

To request a reservation to take the exam:

- 1) You must read and sign the Dispatch Skills and Qualifications Advisement and the Background Self Assessment Form. Forms can be reviewed for content on the Academy website: www.theacademy.ca.gov , but must be obtained and signed at The Academy Instructional Services Office located at Evergreen Valley College.
- 2) Completed forms are then submitted to the Instructional Services Office who will issue a “reservation ticket” for the exam. This is the only confirmation for the exam that will be given.
- 3) Only those with a valid “reservation ticket” will be granted entrance into the exam. **No walk-in’s will be accepted.**
- 4) Upon completion of the exam, you will be mailed a verification letter indicating your P.O.S.T. Entry –Level Dispatcher Test T-Score breakdown. The exam is valid for (1) year from the test date.
- 5) Special accommodations will be made for **agency representatives** requesting test reservations. Please contact Instructional Services at 408-270-6458.

The exam is offered at two locations:

- 1) South Bay Regional Public Safety Training Consortium located at the Evergreen Valley College campus in San Jose. **4750 San Felipe Road, San Jose, CA 95135. 408-270-6458**
- 2) South Bay Regional Public Safety Training Consortium located at the College of San Mateo campus in San Mateo. **1700 West Hillsdale Blvd., San Mateo, CA 94402, Building 35. 650-574-6466**

On the day of the exam:

- 1) Registration begins at 12:30pm; testing is from 1:00-4:30pm; **you must bring a picture ID & reservation ticket.**
- 2) For directions to both locations, visit www.theacademy.ca.gov / information/ contact us.

Note: To review a practice test on line, go to the following link, http://www.post.ca.gov/publications/pdf/dispatcher_examinee.pdf
Times and location of exam are subject to change at any time. Please call the test site location to confirm.

Dispatch Skills and Qualifications Advisement

Job Description

- Dispatchers provide a critical role in the delivery of emergency police, fire and medical services
- Civilian employee for Police Departments, County Sheriff's Departments or Communication Centers
- Technically challenging work requiring specific abilities and intensive training

Skills Needed

- Ability to exercise a high degree of good judgment and independence while evaluating emergency and non-emergency situations and the ability to make split-second decisions
- Ability to multi-task, gather and disseminate information clearly, accurately and rapidly in urgent situations
- Ability to calm irate and hysterical persons
- Ability to operate a wide variety of computers, radios and recording equipment

Job Duties

- Primary job responsibilities include answering 9-1-1 emergency calls for police, fire and medical assistance
- Ensure correct resources are sent to each call for assistance
- Determine priority, nature and location of calls for assistance
- Maintain the status of public safety personnel when dispatched for service
- Keep complete and accurate records, logs and reports

Minimum Qualifications (All departments have their own requirements but generally):

- High school graduate, General Educational Development (GED) certificate, or California Proficiency Certificate
- Type a minimum of 25-35 wpm
- Ability to pass a thorough background investigation, polygraph, and psychological screening
- Willing and able to work Day, Swing and Midnight Shifts
- Willing and able to work weekends and holidays
- Willing and able to work mandatory overtime during critical incidents

I have read and understand the minimum qualifications, necessary skills, and duties required of a public safety dispatcher. I am interested in:

_____ Taking the P.O.S.T. Public Safety Dispatch Exam

_____ Enrolling in the Orientation to Public Safety Dispatching course

_____ Enrolling in the Basic Dispatch Academy

Signature

Date



Background Self Assessment Questions

1. Are you unable to obtain a valid California driver's license?
2. Have you received a citation for a moving violation? When? How many? (3 within three years is a probable disqualifier.)
3. Have you been involved in a chargeable collision? When? How many? (3 within three years is a probable disqualifier.)
4. Have you been convicted of driving under the influence of alcohol or drugs? When? How many times? (1 within four years is a probable disqualifier- any two is a probable disqualifier.)
5. Have you ever been turned down for a job as a result of a misstatement of fact associated with the application or interview process?
6. Have you ever been advised that you would not be hired because you failed the background investigation?
7. Have you ever been told that you failed a polygraph examination?
8. Have you ever been told that you failed an oral interview?
9. Have you ever been accused of forging or altering an application?
10. Have you ever been sanctioned for academic cheating?
11. Have you ever been convicted of any offense classified as a misdemeanor under California law? If yes, explain. (If within three years it is a probable disqualifier.) (Any two convictions as an adult is a probable disqualifier.) (Any conviction while employed as a peace officer is a probable disqualifier.)
12. Have you ever been convicted of a felony as an adult (including felony/misdemeanor offenses) and including military offenses?
13. Have you ever been charged with or found responsible administratively for acts which have affected your employment status such as lying, falsification of any report, or theft?
14. Have you ever been charged with or admitted to any criminal act committed against children, including, but not limited to: molesting or annoying children, child abduction, child abuse, lewd and lascivious act with any child, indecent exposure, or any act of felony unlawful intercourse?

- 15. Have you ever been disciplined by any employer (including the military) as an adult for abuse of leave, gross insubordination, dereliction of duty or persistent failure to obey established policies or regulations?**
- 16. Have you ever been involuntarily dismissed (for reasons other than layoff) from two or more employers as an adult?**
- 17. How many paid positions with different employers have you had within the past four years? (Seven or more will be a disqualifier, or at least detrimental to some employers.)**
- 18. Have you undergone bankruptcy more than once, or do you have current financial obligations for which legal judgments have not been satisfied?**
- 19. Have you now or ever had your wages garnished?**
- 20. Have you ever resigned from a position without notice? (Two or more such incidents may be a disqualifier.)**
- 21. To your knowledge, is there an outstanding warrant of arrest for you?**
- 22. Are you under current academic dismissal or probation from any college or university?**
- 23. Have you ever been dismissed from any P.O.S.T. academy or other training program for any reason?**
- 24. Have you ever been disciplined by any employer (including the military) for acts constituting racial, ethnic or sexual harassment?**
- 25. Have you ever been disciplined by any employer (including the military) for fighting in the workplace?**
- 26. Have you ever been disciplined or investigated by any source for acts which might constitute or amount to an assault under color of authority or any other violation of state or federal civil rights?**
- 27. Have you ever used or been addicted to any substances (excluding cigarettes) which was either legal or illegal to use or possess?**



South Bay Regional Public Safety Training Consortium

BACKGROUND SELF ASSESSMENT FORM

I, Please Print Name CLEARLY , have reviewed the background self assessment questions related to dispatcher background investigation. I understand that answering “yes” to one or more questions may indicate **possible** disqualification from public safety dispatching.

Note: The objective of this form is to indicate whether you, as a candidate, perceive yourself as fitting in any of the following three categories. Please select and sign on the line that best reflects your decision. You may sign on line 2 as well, even if you have selected lines 1 or 3.

1. I consider myself NOT employable at this time.

Signature Date

2. I am NOT SURE and would like a referral to discuss my suitability with a South Bay staff person. (Please provide the best number where we may contact you)_____

Signature Date

Referred To: South Bay Staff Referred by: South Bay Staff

3. I consider myself employable.

Signature Date

THE ACADEMY P.O.S.T. DISPATCH EXAM TESTING SCHEDULE

2008

 = SAN MATEO
 = EVERGREEN

REGISTRATION BEGINS @ 12:30 P.M.
 TEST FROM 1:00-4:30P.M.

JANUARY

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	

MARCH

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

APRIL

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JULY

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AUGUST

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SEPTEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

NOVEMBER

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

DECEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			