



PUBLIC SAFETY DISPATCHER 2018 Information Packet



PUBLIC SAFETY DISPATCHER INFORMATION WORKSHOPS

The Long Beach Civil Service Department in conjunction with Disaster Preparedness and Emergency Communications will offer Public Safety Dispatcher Information Workshops. Please see the flyer included in this information packet for upcoming information.

GENERAL INFORMATION

The Public Safety Dispatcher examination will include three components: (1) Application Packet; (2) Keyboarding Certification; and (3) Performance Examination (Video-Based).

KEYBOARDING EXAMINATION

All candidates must demonstrate a minimum net typing speed of 35 words per minute. Candidates are required to submit keyboarding certificates demonstrating the required minimum net typing speed or above, at the time of filing their job application. Acceptable keyboarding certificates must be from an approved government, employment or training agency recognized by the Civil Service Department and obtained within the last 12 months, from the time of filing.

The list of agencies included in this information packet is a non-comprehensive resource guide for obtaining a keyboarding certificate and is for your reference only; the City of Long Beach, Civil Service Department does not directly recommend the services of any of the listed agencies.

PERFORMANCE EXAMINATION

The Public Safety Dispatcher performance examination consists of the National Testing Network (NTN) Emergency Communications Test titled ECOMM.

Be advised that ECOMM testing must be completed through NTN; completion of the ECOMM examination is required by all candidates. Applicants are encouraged to visit the website www.nationaltestingnetwork.com to familiarize themselves with the examination. Be advised that a fee is required to take the ECOMM examination; limited fee waivers may be available through the City of Long Beach, **on a first come, first served basis. Proof of financial need is required.**

ECOMM is a testing system designed specifically for emergency communications. ECOMM is a three-part examination which includes: CallTaker Video Test, CallTaker Notes Test, and Dispatcher Test. The test administration takes approximately 3 hours.

For specific information on each test module, please visit the following link: [ECOMM](#).

Specific information regarding testing will be provided to candidates **after** they file an application.

BACKGROUND INVESTIGATION

Applicants must be able to pass a thorough background investigation, polygraph examination and psychological screening coordinated by the Long Beach Police Department (the investigation will cover information regarding relatives, references, acquaintances, educational background, residential history, employment history, criminal history, military service records, financial status, legal history, drug use and related areas.)

Relatives, References and Acquaintances: During the course of the background investigation, people you know, including spouse, adult children, ex-spouses, parents, parents-in-law, siblings, friends, will be asked to comment on your suitability for the position of Public Safety Dispatcher.

Education: Information you provide regarding your education will be verified. Transcripts will be required.

Residence: A list of residences during the last ten years will be required. Neighbors may be interviewed.

Experience and Employment: A list of all previous and current employers will be required and they will be contacted to verify information regarding the applicant's employment. Emphasis will be placed on dependability, trustworthiness, and relationships with co-workers and general job skills while employed.

Military Service Records: Information provided by the applicant regarding military service status will be verified. A copy of your DD 214 will be required.

Financial Status: The management of personal finances is relevant to an individual's qualifications for a position of trust, such as Public Safety Dispatcher. Candidates are evaluated on their level of responsibility demonstrated in managing their personal finances and behavior exhibited in meeting financial obligations. A sealed credit report will be required.

Legal: The applicant's driving and insurance records will be evaluated. Recent traffic accident reports will be required. Also, any arrests will be reviewed and a serious conviction may be grounds for disqualification from the position. In accordance with state law, a felony conviction will result in immediate disqualification.

Drug Usage: Recent or prolonged involvement with marijuana, cocaine, heroin, or other illegal drugs may be grounds for disqualification from the process. A complete history of alcohol and illegal drug use will be required.

POLYGRAPH EXAMINATION

A polygraph (lie detector) examination will be utilized to help verify and/or clarify the above information and other relevant information regarding the applicant's character, prior criminal activity, use of illegal drugs, or any other job related issues. Any inconsistencies or misstatements on your employment application or any other material provided throughout the process may be considered as untruthfulness.

PRE-EMPLOYMENT PSYCHOLOGICAL SCREENING

Candidates will be required to pass a psychological screening designed specifically for the position of Public Safety Dispatcher.

INFORMATION ABOUT BODY MODIFICATION

Be advised that any intentional tattoos, branding, scarification, body modification, temporary tattoos, or piercing (including gauges) shall not be visible on the head, neck, mouth or hands while on duty or representing the department in any official capacity. The following exceptions are permitted: natural looking makeup tattoos (eyebrow, lips, eye liner); wedding band on left ring finger; invisible or flesh-colored piercing/gauge blanks worn to maintain the piercing opening; 20 gauge or less standard ear piercing(s); 2 mm or less single nostril piercing with a visible stud; and tattoos on the nape of the neck. Furthermore, any

intentional tattoo, branding scarification, body modification, or temporary tattoo that displays an unprofessional or offensive image, phrase, or expression are not permitted.

SUGGESTED AGENCIES FOR OBTAINING A TYPING CERTIFICATE

The following list of agencies should be considered a resource guide for obtaining a typing certificate and is for reference only; the City of Long Beach Civil Service Department does not directly recommend the services of the listed agencies. Keyboarding skills (minimum net speed of 35 wpm) certification (proof required) from an approved government, employment or training agency recognized by the Civil Service Department and obtained within the last 12 months will be considered. Candidates with acceptable certificates will not be required to take the Keyboarding Test but will be required to take the Written/Performance Test.

Long Beach/Los Angeles Area

Carson Career Center-**NO FEE**, appointment required
801 E. Carson Street #117
Carson, CA 90745
(310) 952-1762
Monday-Thursday 8AM- 4:30PM

Inglewood One Stop Center-NO FEE

110 South La Brea Avenue
Inglewood, CA 90301
(310) 680-3700
Tues. 2-4PM, Thur., 9AM-noon, appointment required

Long Beach City College-NO FEE

Liberal Arts Campus
4901 East Carson Street, Room M109
Long Beach, CA
(562) 938-4904
Mon-Thurs 12-5PM, Fri-Sat 12-2PM, walk-in

Cerritos Career Center-NO FEE

10900 E 183rd Street Suite 350
Cerritos, CA 90703
(562) 402-9336
Monday-Friday 8AM-5PM, walk-in

Mt. San Antonio College-NO FEE

1100 North Grand Avenue
Walnut, CA 91789
Building 30, Room 111
(909) 594-5611 Ext. 4935, walk-in
Monday-Thursday, 12-7PM; Friday 8AM-3PM, walk-in

Foothill Workforce Investment Board-NO FEE

1207 East Green Street
Pasadena, CA 91106
(626)796-5627, appointment recommended
Mon-Fri 8AM-12PM & 1PM-3:30PM

One Stop Business and Career Center-NO FEE

16801 South Western Avenue
Gardena, CA 90247

(310) 538-7070
Mon-Thurs 8AM-5PM, walk-in

Orange County Area – NO FEE

Rio Hondo
3600 Workman Mill Road, B108
Whittier, CA 90601
Business Department (562) 463-7364
Mon-Thurs 1-6PM, Fri. 9AM-noon, appointment required

Orange County One-Stop Center-NO FEE

17891 Cartwright Rd. #100
Irvine, CA 92614
Mon 8AM-7PM, Tues-Fri 8AM-5PM, walk-in

Orange County One-Stop Center-NO FEE

7077 Orangewood Ave. #200
Garden Grove, CA 92841
Mon-Fri 8AM-5PM, walk-in, must bring SSN & ID

Orange County One-Stop Center-NO FEE

6281 Beach Blvd. #333
Buena Park, CA 90621
Mon-Fri 8AM-5PM, walk-in

Additional Organizations – Fee Required

Montebello Adult School (\$10 Fee Cash Only)
149 North 21st Street
Montebello, CA 90640
(323) 887-7844, appointment required

ABC Adult School Assessment Center (\$20 Fee)

12254 Cuesta Drive Room J
Cerritos, CA 90703
(562) 229-7960 Ext. 25089, 3 attempts only
Mon-Thurs 8AM-7PM, Fri 8AM-3PM, walk-in

Fullerton College (\$15 Fee & \$2 parking pass)

321 East Chapman Avenue, Building 300, Room 310
Fullerton, CA 92832 714-992-7032 Appointment only
Mon-Fri 9AM-3PM

*The Long Beach Civil Service Commission in conjunction with the
Department of Disaster Preparedness and Emergency Communication
Present*

Public Safety Dispatcher Information Workshops



- ❖ *Learn detailed information regarding the duties of a Public Safety Dispatcher.*
- ❖ *Get helpful advice regarding the Public Safety Dispatcher examination, employment, and training processes.*
- ❖ *Meet and talk with staff representing the Police & Fire Communication Centers and Civil Service Department.*

Dates: Wednesday, March 14, 2018 & Friday, April 27, 2018

Location: Emergency Communications and Operations Center
2950 Redondo Ave.
Long Beach, CA 90806

Time: 6:00 p.m. – 7:30 p.m.

Directions: Located on the corner of Redondo Avenue & Spring Street. Enter from Redondo Avenue onto ECOC/Water Departments parking entrance. Immediately after entering, turn left to enter parking area, park outside the gated area.

For more information, please call (562) 570-6202