

PORT SECURITY SYSTEM OPERATOR

Job Number: NF4AN-21

SALARY: \$1,876.64 - \$3,035.20 Biweekly

OPENING DATE: 04/23/21

CLOSING DATE: 05/07/21 04:30 PM

DESCRIPTION:



Applications are available online beginning Friday, April 23, 2021 through 4:30 pm, Friday, May 7, 2021.

Vacancy Information:

The current vacancy is a Grade Level II.

SALARY INFORMATION:

Grade I - \$1,969.04- \$2,672.24 biweekly
Grade II - \$2,175.60 - \$2,954.48 biweekly
Grade III - \$2,346.56 - \$3,188.80 biweekly

EXAMPLES OF DUTIES:

Under general supervision, operates in the Harbor Department Security Command and Control Center; performs security system surveillance, detection and alarm system monitoring and radio dispatching for the Harbor Patrol; operates and monitors a computerized, integrated system of surveillance cameras, detection system, alarm systems, on-line data and tracking systems, and other systems of the domain awareness security infrastructure throughout the Port of Long Beach; monitors Port access control systems to maintain authorized access to secure areas by the public, employees or tenants of the Port; deploys emergency personnel to investigate and resolve incidents; responds to calls requesting Harbor Patrol services and dispatches field units through coded radio messages and a computer assisted dispatch system; logs and documents all calls requesting service/assistance, emergency response incidents, and general activity including radio transmissions; may act in a lead or supervisory capacity; may assist in training of other operators; performs other related duties as required.

This is not an inclusive list. A complete list of examples of duties are detailed in the Civil Service Commission approved [Port Security System Operator classification](#).

REQUIREMENTS TO FILE:

One-year paid, full-time equivalent work experience involving technology-based security systems and customer service.

Knowledge, Skills and Abilities:

- Knowledge of public safety protocols, technologies and operational procedures.
- Knowledge of operating functions and response requirements in a large, complex port security system.
- Ability to:
 - Speak clearly, distinctly, calmly and correctly with even modulation using telephone, radio and computer-assisted dispatch systems as well as in face-to-face communication.
 - Use a personal computer, including the knowledge of computer applications such as Microsoft Office or other related software and web based applications;
 - Maintain detailed security systems logs and records;

After a conditional offer of employment, all prospective employees must pass a thorough background investigation. **For additional information regarding the background investigation and process, click on the following link: [Port Security System Operator Info Sheet](#).**

Willingness to work any shift assignment, holidays, weekends and overtime as required.

DESIRABLE QUALIFICATIONS:

Bilingual skills (Spanish, Khmer, or Tagalog) is desirable for some positions.

SELECTION PROCEDURE:

EXAMINATION WEIGHTS:

Application Packet.....Qualifying
Occupational Examination..... 100%
(Performance Audio Based/Multiple Choice Examination)

A minimum rating of 70 must be attained in order to be placed on the eligible list. Certification by score bands will be considered based on an analysis of test results. The eligible list will be valid for a year. Screening of applicants will be conducted on the basis of application and required supplemental application submitted. Only those candidates showing the strongest backgrounds on the basis of comparative analysis will be invited to the examination process.

Based on the number of applications accepted, the selection procedure may be changed. In the event of the need to revise the selection procedure, those affected will be notified of the details at a later date.

If you have not received notification within two weeks after close of filing, please contact the Civil Service Department at (562) 570-6202.

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer or Tagalog) are desirable for some positions interacting with the public.

This information is available in an alternative format by request at (562) 570-6202. If special accommodation is desired, please contact the Civil Service Department two (2) business days prior to the test at (562) 570-6202. For hearing impaired, call (562) 570-6638.

An Equal Opportunity Employer



NF4AN-21 DD: PSSO
04/21/21

This information is available in an alternative format by request at the agency contact on the bulletin. If a special accommodation is desired, please contact the agency two (2) business days prior to the test, if applicable.

An Equal Employment Opportunity

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/longbeach>

Position #NF4AN-21
PORT SECURITY SYSTEM OPERATOR
DD

Civil Service Department
411 W. Ocean Blvd., 4th Fl
Long Beach, CA 90802
(562) 570-6202

PORT SECURITY SYSTEM OPERATOR Supplemental Questionnaire

- * 1. **INSTRUCTIONS:** The purpose of this supplemental application is to derive more specific information about the qualifications of applicants for this position. Be specific and detailed in your responses. Do not leave any questions unanswered. If you have no experience, please indicate so. **Required documents must be uploaded to the online application packet at time of filing, if any.** Résumés may **NOT** be submitted in lieu of the required application packet. The required application packet must be completed and filed online with Civil Service Department. Do you understand the information stated in the "instructions" section above?
 Yes No

- * 2. **REQUIREMENTS TO FILE (required questions):** One-year paid, full-time equivalent work experience involving technology-based security systems and customer service **is required. Please indicate the total amount of experience you have:**
 - No paid experience
 - 6 months
 - 7 months to 11 months
 - 1 year to 1 year and 11 months
 - 2 years to 2 years and 11 months
 - 3 years to 3 years and 11 months
 - 4 years or more

- * 3. One-year paid, full-time equivalent work experience involving technology-based security systems and customer service, **is required.** Describe the experience that qualifies you for the position, include the following: 1) Employer Name; 2) Title; 3) Dates of employment; 4) Hours worked per week; and 5) Detailed description of the duties of the position. *If you have no paid, full-time equivalent experience, indicate "none".*

- * 4. **ADDITIONAL REQUIREMENTS TO FILE:** Knowledge of public safety protocols, technologies and operational procedures **is required.** Describe in detail, your knowledge

of public safety protocols, technologies and operational procedures. Your response must demonstrate the knowledge in this area to receive credit. Incomplete responses **may not receive credit**. If you do not possess this knowledge, indicate **NONE**.

- * 5. Knowledge of operating functions and response requirements in a large, complex port security system **is required**. Describe in detail, your knowledge of operating functions and response requirements in a large, complex port security system. Your response must demonstrate the knowledge in this area to receive credit. Incomplete responses **may not receive credit**. If you do not possess this knowledge, indicate **NONE**.

- * 6. Ability to speak clearly, distinctly, calmly and correctly with even modulation using telephone, radio and computer-assisted dispatch systems as well as in face-to-face communication, **is required** for this position. Describe any experience, training, knowledge, skills and/or personal qualifications that highlight your ability to speak clearly, distinctly, calmly and correctly with even modulation using telephone, radio and computer-assisted dispatch systems as well as in face-to-face communication as it relates to the example of duties for this position. **Please provide examples. Do not state "see resume". If you do not have experience, indicate "NONE". Incomplete responses may not receive credit.**

- * 7. Ability to use a personal computer, including the knowledge of computer applications such as Microsoft Office or other related software and web based applications, **is required** for this position. Describe any experience, training, knowledge, skills and/or personal qualifications that highlight your ability to use a personal computer, including the knowledge of computer applications such as Microsoft Office or other related software and web based applications as it relates to the example of duties for this position. **Please provide examples. Do not state "see resume". If you do not have experience, indicate "NONE". Incomplete responses may not receive credit.**

- * 8. Ability to maintain detailed security systems logs and records, **is required** for this position. Describe any experience, training, knowledge, skills and/or personal qualifications that highlight your ability to maintain detailed security systems logs and records as it relates to the example of duties for this position. **Please provide examples. Do not state "see resume". If you do not have experience, indicate "NONE". Incomplete responses may not receive credit.**

- * 9. **COMPUTER LITERACY** Your experience must have required computer proficiency in the use of personal computers including the use of the Internet, spreadsheet, database, and word processing software. The following questions will derive more information about your computer proficiency. Indicate your proficiency with the computer application listed below. **Indicate your proficiency using the Internet.**
 - None
 - Basic - no experience with some training, but observed others using this computer application.
 - Intermediate - some training and experience and could complete projects with supervision or additional training of this computer application.
 - Advanced - sufficient training and experience with this computer application and could complete assignments without training or supervision and could train others.

- * 10. Internet Examples - Please provide examples of the research you have performed and/or the work product you have generated working with the Internet. Your response must include the following information: 1) Description of the Example 2) Employer 3) Job

Title(s); and 4) Dates of employment (Mo/Yr to Mo/Yr). *Do not cut and paste your resume. Your response must be complete to receive credit for this experience. Incomplete responses may not receive credit. If you are unable to provide an example, state NONE.*

* 11. **Indicate your proficiency using spreadsheets.**

None

Basic - no experience with some training, but observed others using this computer application.

Intermediate - some training and experience and could complete projects with supervision or additional training of this computer application.

Advanced - sufficient training and experience with this computer application and could complete assignments without training or supervision and could train others.

* 12. Spreadsheet Examples - Please provide examples of the research you have performed and/or the work product you have generated working with the spreadsheets. Your response must include the following information: 1) Description of the Example 2) Employer 3) Job Title(s); and 4) Dates of employment (Mo/Yr to Mo/Yr). *Do not cut and paste your resume. Your response must be complete to receive credit for this experience. Incomplete responses may not receive credit. If you are unable to provide an example, state NONE.*

* 13. **Indicate your proficiency using databases.**

None

Basic - no experience with some training, but observed others using this computer application.

Intermediate - some training and experience and could complete projects with supervision or additional training of this computer application.

Advanced - sufficient training and experience with this computer application and could complete assignments without training or supervision and could train others.

* 14. Databases Examples - Please provide examples of the research you have performed and/or the work product you have generated working with databases. Your response must include the following information: 1) Description of the Example 2) Employer 3) Job Title(s); and 4) Dates of employment (Mo/Yr to Mo/Yr). *Do not cut and paste your resume. Your response must be complete to receive credit for this experience. Incomplete responses may not receive credit. If you are unable to provide an example, state NONE.*

* 15. **Indicate your proficiency using word processors.**

None

Basic - no experience with some training, but observed others using this computer application.

Intermediate - some training and experience and could complete projects with supervision or additional training of this computer application.

Advanced - sufficient training and experience with this computer application and could complete assignments without training or supervision and could train others.

* 16. Word Processing Examples - Please provide examples of the research you have performed and/or the work product you have generated working with word processors. Your response must include the following information: 1) Description of the Example 2) Employer 3) Job Title(s); and 4) Dates of employment (Mo/Yr to Mo/Yr). *Do not cut and paste your resume. Your response must be complete to receive credit for this experience. Incomplete responses may not receive credit. If you are unable to provide an example, state NONE.*

17. **ADDITIONAL QUESTIONS (optional):** The following questions relate to typical duties of the classification. In this section, you will be able to describe your experience, if any, as it relates to this specific duty. Describe your experience in security with other industries. **Include the following: 1) Name of Employer(s); 2) Job Title(s); 3) Dates employed; 4) Hours Worked; 5) Job Duties. If you have no relevant experience, indicate "N/A".**
18. Indicate, by checking the appropriate box, if you possess work experience or work knowledge in any of these areas. Then, in the next question, describe your related work experience or work knowledge for the areas you selected.
- Security monitoring/control, data acquisition systems, computer programs
 - Methods and operating procedures used in a nautical, air, or land based security system and/or command and control center
 - State, federal laws, port policies and regulations
 - Rules and procedures regarding command and control center operations and port-wide security
 - 9-code and 10-code radio communication terminology
 - Work experience providing radio dispatch to public safety officials
19. Describe your related work experience or work knowledge for the areas you selected above. Include the following: 1) Name of Employer(s); 2) Job Title(s); 3) Dates employed; 4) Hours Worked; 5) Job Duties.
20. Please provide examples of the research you have performed and/or the work product you have generated working with web based applications, such as Social Media Sites. Include the following information: 1) Description of the Example 2) Employer 3) Job Title(s); and 4) Dates of employment (Mo/Yr to Mo/Yr).
- * 21. **ACKNOWLEDGMENTS:** Willingness to work overtime, weekend and/or holiday hours, **is required.** I understand that if I am selected for the position, I must be willing and able to do the aforementioned.
- Yes No
- * 22. I understand that after a conditional offer of employment, all prospective employees must pass a thorough background investigation. **For additional information regarding the background investigation and process, click on the following link: <https://bit.ly/3dwhVqn>** I understand that proof of required documents, if any, must be submitted as attachments at the time of filing. I also understand that failure to submit all required documents at time of filing will result in the application being considered incomplete. **Proofs may include: college degree, college transcripts and/or DD-214 Member 4 Form.** I understand that the City of Long Beach utilizes electronic mail (email) to notify applicants of important information related to job applications submitted on-line through Governmentjobs.com. As an applicant, if I do not wish to receive emails from the City of Long Beach and decide to unsubscribe from email notifications, I may miss important information (i.e. employment opportunities) regarding the status of any job applications that I submit on-line. If you have questions or need clarification, please contact the Civil Service Department at (562) 570-6202. Do you understand the statements above?
- Yes No
- * 23. I certify that I have personally completed the information provided and that it is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment.

Yes No

* Required Question