



# PUBLIC SAFETY DISPATCHER 2016 Information Packet



## PUBLIC SAFETY DISPATCHER INFORMATION WORKSHOPS

The Long Beach Civil Service Department in conjunction with the Long Beach Police Department and the Long Beach Fire Department 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](http://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 no tattoos may be visible while wearing the Public Safety Dispatcher uniform (this includes during the training period); any forearm tattoos must be covered so they cannot be seen while wearing a short sleeved uniform. No neck, face, head, or mouth tattoos are permitted; tattoos depicting subversive, racist, hateful, illegal or other unacceptable pictures or messages are not permitted. Additionally, no intentional body modifications (scarifications, enlarged piercings, implanted objects, etc) are permitted to be visible while in uniform.

## 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 – No Fee**

Carson Career Center  
801 E. Carson Street #117  
Carson, CA 90745  
(310) 952 1762

Monday-Thursday 8 a.m.- 4:30 p.m.

Inglewood One Stop Center  
110 South La Brea Avenue  
Inglewood, CA 90301  
(310) 680 3700  
Appointment required

Long Beach City College  
Liberal Arts Campus  
4901 East Carson Street, Room M109  
Long Beach, CA  
(562) 938 4904  
Monday-Thursday 2 p.m.-5 p.m.

Long Beach City College  
Pacific Coast Campus  
1305 East Pacific Coast Hwy, Room MD137  
Long Beach, CA  
(562) 938-3303  
Monday-Thursday 8 a.m.-6 p.m.

Cerritos Career Center  
10900 E 183<sup>rd</sup> Street Suite 350  
Cerritos, CA 90703  
(562) 402 9336  
Monday-Friday 8 a.m.-5p.m.

Career Partners  
7422 East Garvey Avenue  
Rosemead, CA 91770  
(626) 572 7272

Mt. San Antonio College  
1100 North Grand Avenue  
Walnut, CA 91789  
Building 30, Room 111  
(909) 594 5611 Ext. 4935 Walk-ins only

Foothill Workforce Investment Board  
1207 East Green Street  
Pasadena, CA 91106  
(626) 584 8378

One Stop Business and Career Center  
16801 South Western Avenue  
Gardena, CA 90247  
(310) 217 9579 Walk-ins  
Monday-Friday 8:00 a.m.-3:30 p.m.

### **Orange County Area – No Fee**

Rio Hondo  
3600 Workman Mill Road, B 107  
Whittier, CA 90601  
Business Dept (562) 463 7364

Santa Ana College  
1530 West 17<sup>th</sup> Street,  
Santa Ana, CA 92706  
(714) 564 6657

### **Additional Organizations – Fee Required**

Montebello Adult School (\$5 Fee)  
149 North 21<sup>st</sup> Street  
Montebello, CA 90640  
(323) 887 7844 please call for appointment

Huntington Beach Adult School (\$20 Fee/Cash Only)  
17231 Gothard  
Huntington Beach, CA 92647  
(714) 847 2873 Mon & Wed 3:30 p.m.-5:30 p.m.  
Tuesday and Thursday 12:30 p.m.-2:30 p.m.

Focus on Temps (\$20 Fee/Cash Only)  
10055 Slater Avenue, Suite 216  
Fountain Valley, CA 92708  
(714) 848 2873 Appointment only

Fullerton College (\$15 Fee & 1 day parking pass)  
321 East Chapman Avenue, Building 300, Room 310  
Fullerton, CA 92832  
(714) 992 7000 Appointment Only

*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:** November 14 & November 17, 2016

**Location:** Emergency Communications and Operations Center  
2990 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**