



COMMONWEALTH OF MASSACHUSETTS
invites applications for:

2021 Fire Alarm Operator

SALARY: Biweekly

OPENING DATE: 02/16/21

CLOSING DATE: 05/02/21 11:59 PM

DESCRIPTION:

2021 Fire Alarm Operator Examination

FIRE DEPARTMENTS: Brockton, Boston, Holyoke, Lynn, and Somerville

This examination is being held to create an eligible list from which to fill vacancies in this classification in the Massachusetts Fire Departments. Candidates must take and pass this examination in order to be placed on the eligible list.

Written Examination Date: May 28, 2021

Application Period Begins: February 16, 2021

Application Deadline: April 13, 2021*

Examination fee: \$100

***There is an additional \$50 fee for applications received after April 13, 2021. Applications will not be accepted after April 20, 2021.**

Written examination locations: Various sites across the Commonwealth

EXAMPLES OF ESSENTIAL DUTIES:

What is a Fire Alarm Operator?

Fire Alarm Operators (FAO's) are essential for maintaining coordination between different fire companies across the department. They evaluate service requests by factoring in available resources, agency jurisdictions, and boundaries, utilizing maps, charts, and resource lists so that an allocation of resources is determined. They also convey instructions, information, and directions to the service requester and then relay the information to telecommunications personnel or other entities. They also are responsible for receiving and maintaining equipment ranging from reading and adjusting fire alarm equipment to updating CAD (Computer Aided Dispatch) systems.

Specific Duties: Under supervision from employees of a higher grade: processes requests for public safety services CAD (Computer-Aided Dispatch System); reads and adjusts fire alarm

equipment; updates CAD system; evaluates service requests, given available resources, agency jurisdictions, and boundaries, utilizing maps, charts, and resource lists so that an allocation of resources is determined; conveys instructions, information, and directions to the service requester and then relays the information to telecommunications personnel or other entities.

For more information about what is involved in being a Fire Alarm Operator we recommend the following resources:

- National Fire Protection Association. *NFPA 1221 Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*.
- International Fire Service Training Association (IFSTA). *Fire and Emergency Services Orientation and Terminology*, (5th edition).

The exam will test reading comprehension, interpretation, and other related skills. All information necessary to answer any exam questions will be included in the exam materials. There is no required reading list for this examination and any information required to answer exam questions will be provided.

Examination Subjects: The written examination will be designed to test, where practicable, the following knowledge, abilities and skills that have been established as qualifications for the position: Ability to understand the methods and techniques used in filing and records retention; Ability to understand, interpret and apply written directions, street maps, and charts; Ability to extract pertinent information from charts, tables, and dispatch protocols system; and Ability to read, comprehend, and understand policies, procedures, guidelines, and protocols in order to generate records of public safety services requests.

TYPICAL QUALIFICATIONS:

Eligibility Requirements: Candidates must have graduated from high school or must possess an equivalency certificate.

Credit for Employment/Experience: Pursuant to the provisions of [M.G.L. Ch. 31, § 22](#), individuals may apply to receive credit for employment or experience in the position title of Fire Alarm Operator. You must claim this credit by completing the applicable section of the application. All claims must be verified by supporting documentation, which must provide specific details of any employment or experience you have in the examination title as a Fire Alarm Operator, including dates of service and number of hours worked per week. The supporting documentation must be on original letterhead with an original signature from the appointing authority where the employment or experience occurred. Credit for employment or experience is applicable only to individuals who achieve a passing score on the written examination and cannot be added to a failing written examination score. Claims must be submitted during the application period; supporting documentation must be scanned and attached to your application or sent to civilservice@mass.gov. Supporting documentation must be submitted within seven calendar days of the written examination.

Application: All applications must be received by the last filing date and accompanied by an examination processing fee. You will receive two confirmation emails when you have completed the process: one email confirming your application has been received, and one email confirming your payment has been received. Your application is not complete until you have received both confirmation emails. If you have not submitted payment of the examination processing fee on or before April 20, 2021, your application will not be accepted.

Fee Waiver: The examination processing fee may be waived for candidates receiving certain state or federal public assistance, or unemployment insurance. Fee Waiver Forms are available on our website ([Fee Waiver Form](#)). This form should be completed and supporting documentation must be scanned and attached to the application. All fee waiver forms must be submitted on or before April 13, 2021.

Please note that preferences are only available to individuals who receive a passing score on the examination, and cannot be applied to a failing examination score.

- **Veterans' Preference:** Click on this link for further information- [Veteran's Preference Eligibility](#).
- **Disabled Veteran Status:** Click on this link for further information- [Disabled Veteran's Preference Eligibility](#).
- **Preference For The Children Of Certain Police Officers/Firefighters:** The son or daughter of a Firefighter or Police Officer employed in Massachusetts who was killed or died of injuries received in the performance of duty, or who was permanently disabled as a result of injuries received in the performance of duty, is entitled to certification preference under the provisions of Chapter 402 of the Acts of 1985. If you believe you are eligible for this preference, you must claim this credit by completing the applicable section of the application.
- **Selective Certification for Bilingual Fire Alarm Operators:** If an appointing authority requires that a Fire Alarm Operator be fluent in a second language (e.g., Spanish, Vietnamese, Haitian Creole, etc.), the appointing authority may request that competition for that vacancy be limited to persons who have such skills. You will have the opportunity on your application to indicate the foreign language(s) in which you are fluent. You will need to prove your language fluency at the time of appointment.

Current Military Personnel: All military personnel who, in connection with current service, have military orders that indicate their unavailability due to military service on the examination date, must file an application and examination processing fee and request a makeup examination in writing, with a copy of your military orders attached. Please include in your request your email address, daytime base phone number and/or name and phone number of a friend or family member with whom you have regular contact and entrust with your personal communication.

Requests filed after the last filing date (April 20, 2021), must be accompanied by a DD214 showing discharge within six months of the request and dates of active service that include the entire application period. Visit our website for more information: [Military Information](#)

Reasonable Accommodations: If you need special testing accommodations due to a documented impairment, you must submit a letter of support from a qualified professional detailing what type of accommodation you require at the examination site, and such letter must be scanned and attached to the application or emailed to Civil Service at civilservice@mass.gov. Without such a letter, we cannot guarantee that we will be able to grant your accommodation. This information is requested only to provide reasonable accommodation for examinations, and will not be used for any other purposes.

Makeup Examination: With the exception of current military personnel as described above, no candidate has a right to a makeup examination due to personal or professional conflicts on the testing date. Candidates are advised to consider this before applying for the examination. If you file an examination application by the application deadline, but are unable to appear for the examination on the examination date due to an emergency or unanticipated hardship, you may request a makeup examination by filing a written request with verifiable documentation to HRD no

later than seven calendar days from the original written examination date. HRD reserves the right to approve or deny your request. HRD may require an additional examination processing fee upon approval of your request.

Notice To Appear: Notices to Appear including time and location of exam will be emailed to candidates the close of the application period, and prior to the examination date.

Updating Information: Candidates are responsible for maintaining accurate contact information. Failure to keep your records current may jeopardize opportunities for employment. For information on how to update your information, click on [Update Your Account](#).

Identification at the Examination Site: At the examination site, candidates must present current and valid photo identification with signature (e.g., driver's license, passport, military ID).

Refunds: There will be no refund of the examination processing fee unless the examination is cancelled by HRD.

Private School or Service: HRD does not recommend or endorse any private school, service, or publisher offering preparation and/or publications for examinations and is not responsible for their advertising claims.

Salary: Inquiries concerning salary should be directed to the Police Department at the time of the employment interview.

SUPPLEMENTAL INFORMATION:

Women, minorities, veterans, and people with disabilities are encouraged to apply.

For more information about this and other civil service examinations, see mass.gov/civilservice or email the Civil Service Unit at civilservice@mass.gov

Inquiries may also be made to HRD at the following numbers:

Boston area: (617) 878-9895
Within Massachusetts: 1-800-392-6178
TTY Number: (617) 878-9762

Application Period Begins: February 16, 2021 and the deadline is April 13, 2021

APPLICATIONS MUST BE FILED ONLINE AT:
<http://www.mass.gov/civilservice>

100 Cambridge Street
6th Floor
Boston, MA 02114

Position #210528FAO
2021 FIRE ALARM OPERATOR
AJ

civilservice@mass.gov

2021 Fire Alarm Operator Supplemental Questionnaire

- * 1. Fire Alarm Operator Claim for In-Title Experience Credit: Credit will be given only for experience in the position title for which the examination is conducted. In other words, since you are taking the examination for Fire Alarm Operator, you can claim any experience you have had performing work ONLY as a Full Time, Reserve, or Intermittent Fire Alarm Operator in a municipal fire department before the date of the exam. While HRD may hold military make-up exam session(s) after May 28, 2021, HRD will not grant credit for experience accumulated after May 28, 2021. Calculating the In-Title Experience Credit: You will receive 0.2 points for each month of creditable In Title Experience as a Fire Alarm Operator. One month equals 172 work hours or 16 or more work days. Part-time work In Title Experience will be prorated on the basis of a 40-hour workweek. Your In Title Experience Credit is weighted at 10%. If you do not qualify for In Title Experience Credit, your overall score will be based on your examination score alone. Verifying In-Title Experience Claims: Supporting documentation must be provided in the form of a dated letter, signed by the appointing authority or your employer (past or present), identifying the position title, type of job responsibilities, dates of experience, whether the experience was full or part-time and other pertinent information concerning your experience. If the experience was less than full-time, the verification must include the actual time worked, e.g., number of hours per week or the specific number of tours or shifts worked within a defined time period. Letters of verification must be on original, official letterhead or stationery, with an original signature. Supporting documentation may be attached to the application, or submitted by email within 7 calendar days of the written examination. (Note: Resumes will not be accepted as employment verification)

- Yes, I am eligible for In Title Experience Credit
 No, I am not eligible to claim In Title Experience Credit.

* Required Question