



COMMONWEALTH OF MASSACHUSETTS
invites applications for:

2021 Senior Fire Alarm Operator-Boston

SALARY: Biweekly

OPENING DATE: 12/30/20

CLOSING DATE: 04/22/21 11:59 PM

DESCRIPTION:

Departmental Promotional Examination for Senior Fire Alarm Operator, Boston Fire Department

Examination Date: May 28, 2021

Application Open Date: March 30, 2021

Deadline to Apply: April 20, 2021

Examination Processing Fee: \$250

Eligibility: To be eligible for this examination you must (1) be an employee in the Fire Department for which the examination is given with permanent civil service status in the title of Fire Alarm Operator on the date of the examination; and (2) have served in the force at least one year since your name was first certified in the eligible title(s), regardless of whether that certification resulted in your appointment to the eligible title(s). Time spent pursuant to a temporary appointment in the title of Senior Fire Alarm Operator will not interrupt the service period in your permanent position.

Eligible List: Individuals placed on the resulting eligible list shall be eligible for certification from such list for such period as the administrator shall determine, but in any event not to exceed two years, unless otherwise outlined in Massachusetts General Laws (MGL) Chapter 31, § 25 or the Human Resources Division's (HRD) revocation policy.

Examination Weights: The examinations weights are: 60% Written Examination; 40% Education & Experience.

Candidates for this examination must be employees in one of the following Massachusetts Municipal Fire Departments. Please read the below Department listing carefully.

- Boston – Fire Alarm Operator

EXAMPLES OF ESSENTIAL DUTIES:

Duties: Under the general supervision of employees of higher grade, performs the following tasks: Supervises the Operating Force in the receipt of alarm information; Assists the Principal Operator; Monitors fire alarm circuits; Assists the Fire Alarm Operators; Inspects both the tactical

and field communications units and completes a maintenance checklist for each unit at the beginning of each tour; Responds as required to all multiple alarms; Facilitates incident related radio traffic; Provides the Incident Commander with a printout of the incident report and makes available the portable incident status board for use upon request; Makes radio announcements; Processes requests for public safety services; Generates records of public safety services requests; Acquires information from multiple sources; Prepares an appropriate response dispatch; Maintains location and status of units using special equipment and systems; Formulates an appropriate response using a prioritized request for service and deployable resource allocation; Initiates deployment of response units, using the agency's telecommunications equipment; Initiates the timely addition, deletion, and correction of data, given agency policies, procedures, guidelines, and protocols; Conveys instructions, information, and directions to the service requester; Transmits and relays information; and Activates the community emergency action plan and community center emergency action plan at the onset of a critical situation.

Examination Subjects: The written examination will be designed to test, where practicable, the following knowledges, abilities and skills that have been established as qualifications for the position: Knowledge of the operation; Ability to extract pertinent information from charts, tables, and dispatch protocols system, given a request for available resources, so that accurate information regarding the request is obtained; Knowledge of the Standard Operating Procedures (Running Cards and NFPA); and the Knowledge of Incident Command Systems.

Reading List: [Senior Fire Alarm Operator Reading List](#)

TYPICAL QUALIFICATIONS:

Application: All applications must be received by the application deadline, and accompanied by an examination fee of \$250. 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 fee on or before April 20, 2021 your application will not be accepted.

Education & Experience (E&E): All candidates must complete the 2021 Fire Alarm Operator Promotional Series E&E Claim application online. Instructions regarding this E&E Claim application will be emailed to candidates prior to the examination date. A confirmation email will be sent upon successful submission of an E&E Claim application.

All claims and supporting documentation must be received within seven calendar days following the examination. Please read the instructions for submitting claims and supporting documentation carefully. Supporting documentation must be scanned and attached to your application or sent to civilservice@mass.gov no later than June 4, 2021.

Please note that:

- E&E is an examination component, and therefore must be completed by the examinee.
- Failure to complete this component as instructed will result in a candidate not receiving any credit for E&E.
- Credit for E&E will be calculated for all candidates.

Please be sure to read the instructions carefully. No phone calls or email inquiries regarding the content of this exam component will be accepted or responded to. Once you receive your examination mark, you will have 17 calendar days from the mailing of your mark to appeal in writing your E&E score.

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 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.

Statutory Preference Points: Veterans and disabled veterans will be awarded two points to their passing, overall (general average) 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](#).

During the HRD review process or during the life of the applicable eligible list(s), candidates must make original supporting documentation available should the issue of authenticity arise with any submitted document copies

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 application deadline (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](#)

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 after 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 promotion. 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.

SUPPLEMENTAL INFORMATION:

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

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

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

Boston area: (617) 878-9895

Within Massachusetts: 1-800-392-6178

TTY Number: (617) 878-9762

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

Position #210528SRFAOBoston
2021 SENIOR FIRE ALARM OPERATOR-BOSTON
AJ

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