



COMMONWEALTH OF MASSACHUSETTS
invites applications for:

2018 Principal Fire Alarm Operator-Boston

SALARY: Biweekly

OPENING DATE: 04/09/18

CLOSING DATE: 05/08/18 11:59 PM

DESCRIPTION:

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

EXAMINATION DATE: June 8, 2018

DEADLINE TO APPLY: May 8, 2018

ELIGIBILITY: To be eligible for this examination you must (1) be an employee in the Fire Alarm Department for which the examination is given with permanent civil service status in the title of Senior 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 Principal Fire Alarm Operator will not interrupt the service period in your permanent position.

Note: Pursuant to the provisions of MGL 31§9, if less than 2 applications are received from eligible applicants, this examination will be postponed. If the exam's eligible title has been lowered to the entry level rank, the exam will go forward if less than 2 eligible applicants submit applications.

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 Chapter 31, § 25 or the Human Resources Division's revocation policy.

WEIGHTS: Applicants must get a passing mark on each of the weighted components in order to receive an overall (general average) examination score. For each examination in this job posting, the examination weights are: 60% written examination; 40% Education & Experience.

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

- Boston – Senior Fire Alarm Operator

Note: Although the online application system allows applicants to elect to receive notification by email or regular mail, please be advised that Human Resource Division utilizes only email for all notices to candidates.

EXAMPLES OF ESSENTIAL DUTIES:

DUTIES: Under the general supervision of employees of higher grade, performs the following tasks: Assigns fire alarm operators to various duties as required and supervises operations; Informs his/her superiors of any defective or faulty equipment; Sees that all dispatching is performed in accordance with the Basic Dispatch Guidelines and Standard Operating Procedures; Ensures that all personnel under his/her supervision are properly trained; Oversees that all alarm circuits are operating as required and that any circuit problem is promptly reported to Fire Alarm Construction for repair; Ensures that all notifications required by the Rules and Regulations and as otherwise ordered; Determines the availability of Mutual Aid; Directs the notification procedures for incidents; Processes requests for public safety services; Generates records of public safety services requests; Evaluates a categorized and prioritized service request by assessing data; Initiates the timely correction of data; Conveys instructions to the service requester and other fire alarm operators or entities; Responds to requests for information; Acquires information from multiple sources; Analyzes, classifies, and summarizes data; Prepares an appropriate response dispatch or referral to a valid request for service; Maintains location and status of units using special equipment and systems; Transmits and relays information; Initiates deployment of response units; Activates the community emergency action plan; and Responds to the command post of a large incident to provide communications and documentation for the command post.

EXAM 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 understand, interpret and apply written directions and street maps; 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); Knowledge of Incident Command Systems; and Knowledge of the basic principles and practices of effective supervision in order to plan and assign work according to the nature of the job to be accomplished.

READING LIST: [Principal 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 May 8, 2018, your application will not be accepted.

EDUCATION & EXPERIENCE (E&E): All applicants must complete the 2018 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 7 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@state.ma.us no later than June 15, 2018.

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 is applicable only to individuals who achieve a passing score on all other examination components, and will not be calculated for a candidate with a failing written examination score.

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 seventeen calendar days from the mailing of your mark to appeal in writing your E&E score.

TESTING ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES: 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 exam site, and such letter must be scanned and attached to this application or emailed to civilservice@state.ma.us. 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 exams, and will not be used for any other purposes.

STATUTORY PREFERENCE POINTS:

- **Veterans:** upon submission of written proof, two points will be added to the passing score of qualified Veterans and Disabled Veterans who have passed an examination for promotional appointment in such force. Please click on the link below for submission requirements to claim the [Veteran's Preference](#)
- **Preference For The Children Of Certain 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.

During the HRD review process or during the life of the applicable eligible list(s), applicants 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 processing fee and request a makeup examination in writing, with a copy of your military orders attached. Please include in your request your e-mail 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 (May 8, 2018), 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](#)

NO MAKE-UP EXAMINATION: With the exception of current military personnel as described above, no candidate has a right to a make-up 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 exam application by the application deadline, but are unable to appear for the exam on the examination date due to an emergency or unanticipated hardship, you may request a make-up examination by filing a written request with verifiable

documentation to HRD no later than 7 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 applicants 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 up-to-date 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, applicants 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@state.ma.us

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 #180608PFAO
2018 PRINCIPAL FIRE ALARM OPERATOR-BOSTON
HC

One Ashburton Place
Room 301
Boston, MA 02108

civilservice@state.ma.us

2018 Principal Fire Alarm Operator-Boston Supplemental Questionnaire

- * 1. The son or daughter of a Firefighter 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. Selecting the "Yes" response below will enter your claim for this preference; please note that supporting documentation is required to verify all claims. Select the "No" response below if you do not qualify for this preference.]

- Yes, I qualify for this preference.
 No, I do not wish to claim this preference.

- * Required Question