

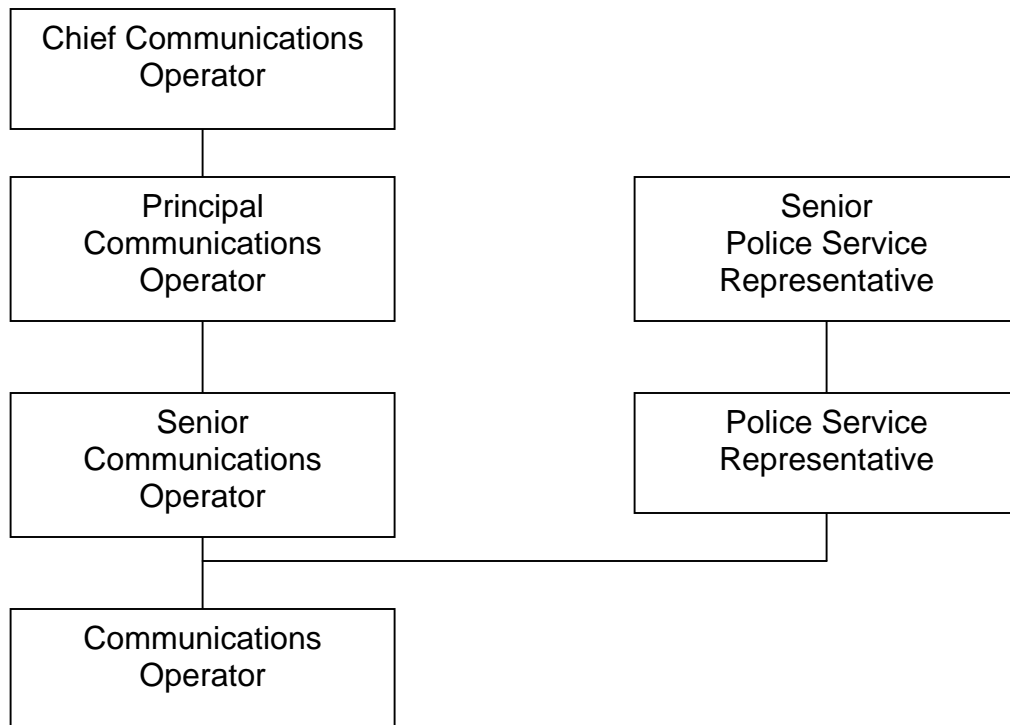
**CITY OF LOS ANGELES
PERSONNEL DEPARTMENT**

**CAREER OPPORTUNITIES FOR
COMMUNICATONS OPERATORS**

This information is being given to you to describe potential promotional opportunities as a Communications Operator. The career ladders that are available to Communications Operators are diagrammed below. The duties and requirements for the first promotional level of these career ladders are described below. We encourage you to examine the options open to you and to prepare yourself for the promotions for which you qualify.

**COMMON CAREER LADDERS FOR
COMMUNICATIONS OPERATORS**

The chart below shows the normal career paths for Communications Operator. Normal advancement within this series is from Communications Operator to Senior Communications Operator. With specific types of experience, however, promotion or lateral movement between these lines is also possible.



Duties

Senior Communications Operator – A Senior Communications Operator assigns, reviews and evaluates the work of Communications Operators engaged in the operation of a multiple-position switchboard, centrex console or a two-way voice radio; handles calls which the

operators cannot complete; applies sound supervisory principles and techniques in building and maintaining an effective work force; and fulfills equal employment opportunities responsibilities.

Police Service Representative – Police Service Representatives are civilian employees of the Police Department assigned to the Communications Division or to a geographic area police station who receive and analyze telephone and in-person requests for service from citizens, field officers, and other agencies; take crime and other reports; handle referral calls and dispatch patrol units using radio, digital terminal and other methods; and perform related station duties.

Notes:

- A. Police Service Representatives' initial assignment will be to the Communications Division in positions that have been designated as temporary training positions by the Civil Service Commission. Employment in such positions will be limited to six months during which time employees must successfully complete a comprehensive training program for Police Service Representative and begin a six-month probationary period in the Communications Division.
- B. Police Service Representatives must be available to work weekends, holidays, day, night and early morning shifts on a rotating basis. You will not necessarily be assigned to the permanent shift of your choice.

Requirements

Senior Communications Operator

Two years of full-time paid experience as a Communications Operator or in a class which is at least at that level operating a private branch exchange cord switchboard or centrex console or two-way voice radio.

Police Service Representative

Candidates must submit a properly completed and signed application and a Police Service Representative Job Preview Form at the written test administration.

Notes:

- 1. Prior to appointment, eligible candidates will be given two opportunities to pass a typing test with a speed requirement of 32 net words per minute.
- 2. Appointment is subject to a thorough background investigation which will include a review of employment history, criminal conviction record, habitual use of intoxicants and drugs, and any other factors which may affect suitability for employment.

3. Based on City Policy, before being hired in one of these positions, you may be required to undergo a drug and alcohol screening test.

Note: The above information was compiled from work done by the Personnel Department in preparing job analyses for examination, classifying jobs, and determining the jobs that would provide qualifying experience for promotional examinations. This information does **not** replace class specifications and examination bulletins.

Preparing Yourself for Promotion

1. Broaden your work experience by taking advantage of job rotation and transfer opportunities. Take advantage of on-the-job training opportunities relating to your work.
2. Take advantage of formal educational opportunities relating to your work.
3. Learn about and stay abreast of laws, procedures, policies, and practices relating to your career ladder.
4. Carefully review examination bulletin and class specifications for promotional classes to determine the kinds of skills, knowledges, and abilities you need to develop for promotion.
5. Request for Notification Cards may be completed in Room 100, Personnel Building, (213) 847-9240, to notify you by mail when a specific examination is open for filing. Familiarize yourself with the areas in your work location where weekly job bulletins are posted.

(Rev. 10/03 gg)