

**CITY OF AUSTIN
FIREFIGHTERS', POLICE OFFICERS'
AND EMERGENCY MEDICAL SERVICES PERSONNEL'S
CIVIL SERVICE COMMISSION**

**NOTICE OF WRITTEN EXAMINATION & SOURCE MATERIALS LIST
FOR THE RANK OF**

COMMANDER - COMMUNICATIONS

DATE: November 15, 2018

TIME: 9:00 AM

PLACE: TBD

ELIGIBILITY REQUIREMENT: This written examination shall be held in accordance with the Agreement between the City of Austin and the Austin-Travis County EMS Employees Association and with Civil Service law and rules, and shall be open to each Commander-Communications who has continuously held this classification for at least two (2) years immediately before the date of the written examination. If there is no approved agreement, the exam will be held in accordance with Civil Service law and rules only, and shall be open to each Commander-Communications who has continuously held this classification for at least two (2) years immediately before the date of the written examination.

In addition, it is the responsibility of candidates seeking education points to ensure that the Human Resource division of the Department has the necessary supporting documentation for education points. The documentation must be received by the HR Division no later than 5:00 PM, November 5, 2018. No education points will be counted unless proper documentation is timely received.

ELECTRONIC REGISTRATION FOR WRITTEN EXAMINATION: As required by Civil service Commission Rule 7.06, all eligible candidates who intend to take the examination **MUST** register.

Candidates will now signup for examinations electronically at <http://signup.com/go/nzEDSXn>. Registration must be made no later than 9:00 AM, seven (7) calendar days prior to the exam date. Exam registration instructions can be found at: <http://cityspace.ci.austin.tx.us/departments/hrm/civil-service/ems/promotional-exam-exam-review-sign-up-instructions>.

Once you register, you will receive a confirmation email which will serve as your Letter of Intent. Civil Service will have the master list of those who have signed up. **Only those applicants who have registered through the electronic process will be admitted into the examination.**

CONTENT OF EXAMINATION: Examination questions will be taken only from those source materials identified below. No questions will be taken from material in the source that is assigned a label, e.g. figure, table, exhibit, box, scan, etc., unless such material is specifically identified below.

1. Austin/Travis County Emergency Medical Services Department Policies & Procedures

Policies

Chapter 2 Code of Conduct
Chapter 3 Human Resources
Chapter 5 Operations
Chapter 6 Training

Procedures

OP – 01 Communications

OP – 02 Responses and Transport

- OP – 02.01.00 Incident Assignment – Out of Chute
- OP – 02.02.01 Incident Assignment – Responding
- OP – 02.03.01 Incident Assignment – Staging
- OP – 02.04.00 Incident Assignment – Arriving At Scene & At Patient Side
- OP – 02.05.00 Incident Assignment – Transporting
- OP – 02.07.01 Incident Assignment – At Facility
- OP – 02.08.00 Multi Destination Transport Guidelines
- OP – 02.10.00 Inter Facility Transfers
- OP – 02.11.00 Knox boxes
- OP – 02.12.00 Request & Utilization of The Bariatric Lift
- OP – 02.13.01 Forcible Entry

OP – 06 General

- OP – 06.11.00 Emergency ID Testing Procedure
- OP – 06.12.00 Emergency ID Procedure
- OP – 06.13.01 Unscheduled Leave

Available online:

http://atcemsinside.org/home/index.php?option=com_content&view=category&layout=blog&id=121&Itemid=250

20% of the examination questions will come from this source.

2. Unusually Excellent: The Necessary Nine Skills Required for the Practice of Great Leadership

ISBN-978-0-470-92843-1

Authors: John Hamm

Publisher: Jossey-Bass: an Imprint of WILEY

Candidates are responsible for Chapters 1-3.

20% of the examination questions will come from this source.

3. Leading with Kindness, How Good People Consistently Get Superior Results: 1st (First) Edition – August 13, 2008

ISBN-13: 978-0-8144-0156-9

Authors: William F. Baker; Ph.D., Michael O'Malley, Ph.D.

ISBN-10: 0-8144-0156-2

ASIN: B0085OAISM

Publisher: AMACOM, a division of American Management Association

Candidates are responsible for Chapters 1 & Chapter 6.

20% of the examination questions will come from this source.

4. Do The Right Thing: How Dedicated Employees Create Loyal Customers and Large Profits

ISBN-13: 978-0132763578

Author: James F. Parker

Publisher: FT Press; 1 edition (December 9, 2007)

Candidates are responsible for Chapters 14-17, Chapter 25, 29, 33.

20% of the examination questions will come from this source.

5. Coaching for Improved Work Performance, Revised Edition

ISBN-10: 007135293-7

Author: Ferdinand F. Fournies

Publisher: McGraw-Hill

Candidates are responsible for Chapters 1-6 & Chapter 10.

10% of the examination questions will come from this source.

6. Lincoln on Leadership: Executive Strategies for Tough Times

ISBN-13: 978-0446394598

Author: Donald T. Phillips

Publisher: Warner Books, Inc.

Candidates are responsible for Chapter 1, 4, 5, & 6, including tables of principles at the end of each of those chapters.

10% of the examination questions will come from this source.

ADMINISTRATION OF EXAMINATION: 2.5 hours will be allowed for answering examination questions.