

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
CAPTAIN-COMMUNICATIONS

DATE: October 14, 2021

TIME: 1:00 PM

PLACE: Learning & Research Center
5202 E. Ben White Blvd. #500
Austin, Texas 78741

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 Clinical Specialist-Communications who has continuously held this classification for at least two (2) years immediately before the date of the written examination, and who has four (4) years of service in the Department.

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 <https://signup.com/go/KhCAJUn>.

Registration must be made no later than 1:00 PM, October 7, 2021. Exam registration instructions can be found at: <https://cityspace.austintexas.gov/Departments/Departments/Human-Resources/Divisions/Civil-Service-Office>.

Once you register, you will receive a confirmation email from the registration website, 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

- Code of Conduct: 200 – 207
- Human Resources: 303 – 315
- Operations: 500 & 501
- Training: 600 – 606

Procedures

- OP – 01 Communications: OP-01.01 – 01.11
- OP – 02 Responses and Transport: OP-02.01 – 02.05, 02.07 & 02.08, 02.10 – 02.13
- OP – 06 General: OP-06.11 – 06.13

20% of the examination questions will come from this source

2. EMD-Q Performance Standards: IAED Case Review Performance Standards 10.0.2 Edition, 2018

Candidates are responsible for Section 1 and 2

20% of the examination questions will come from this source

3. Principles of Emergency Medical Dispatch, 6th Edition

ISBN: 0-9658890-2-5 Author: Jeff J Clawson, MD; Kate Boyd Dernocoeur;
Cynthia Murry

Candidates are responsible for Chapters 1 – 5 and Chapters 10 – 12.

20% of the examination questions will come from this source

4. Emergency Dispatch Quality Management: Quality Assurance Course Manual, 6th Edition

Candidates are responsible for Chapter 1, Chapter 3, and Chapter 4 pages 4.2, 4.4-4.8, and 4.11-4.12)

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 8 – 11

10% of the examination questions will come from this source

6. Austin-Travis County Emergency Medical Services: Communications Dispatch Manual

10% of the examination questions will come from this source

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