	PRESCOTT POLICE DEPARTMENT ADMINISTRATIVE NOTICE **Testing for Dispatch Shift Supervisor**	ORDER NUMBER **AN-10-06(R1)** DATE **06-14-06**

To: **All Personnel**

Subject: **Administrative Notice # 10-06 (Revision 1) - Three (3) pages**
TESTING FOR DISPATCH SHIFT SUPERVISOR

From: **Randy Oaks, Chief of Police**

The Communications Division (Regional Communications Center) will be conducting an internal promotional process for the position of Dispatch Shift Supervisor. The following will outline the procedures for testing: *(Changes appear in italics)*

Eligibility

1. *Three years combined experience as a dispatcher* with Prescott PD, Prescott Valley PD or Central Yavapai Fire District as of the date of this memo. *Supervisory experience which would be considered equivalent in span and scope to that of a dispatch shift supervisor at the RCC may be substituted for up to 18 months of the three year dispatcher requirement.*
2. Must not be on probation or under investigation for any criminal or internal matter.
3. Candidate must submit a comprehensive resume no later than *June 20, 2006* at 1500 hours, along with a memo of request to be included in the promotional process. This resume and memo of intent should be directed through the chain of command to the Communications Division Commander, Lt. Mike Kabbel.

Testing Process

1. Written Test – the written test will consist of true/false, multiple choice and fill-in type questions. The written test will be given on *June 27, 2006* starting at 0900 hours. The exam will be held in the Prescott Police Department training room. A minimum score of 70% or better is required to continue on to the oral review board. (Allow approximately 1 1/2 hours for this process.)
2. Oral review board – this step will require you to demonstrate your verbal presentation skills to a series of structured questions. Oral board dates will be announced at a later time. (Allow approximately one hour for this portion of the test. The high and low score for this review will be discarded and the remaining scores averaged.)
3. Interview with select Command or Executive Staff. The candidate's last three years annual evaluations will be considered during this part of the test. Interview dates will be announced at a later time. (Allow approximately one hour for this portion of the test.)
4. An eligibility list will be established of candidates who successfully pass <u>all</u> portions of the testing process.

Probation

A newly promoted Dispatch Shift Supervisor will begin a one-year probationary period from the date of promotion. New supervisors will be evaluated on an as need basis by the Division Commander during the probationary period. After successful completion of probation, the position will be evaluated on a regular basis.

Eligibility List

The eligibility list shall be effective for six months or until vacated by the Chief of Police. Candidates may be promoted from the eligibility list as needed, but solely at the discretion of the Chief of Police.

Study Guide

The following list is intended only as a guide. Each applicant is encouraged to study and read any and all publications relating to police *and/or fire dispatching, supervision and management, in addition to police and/or fire operations.* Suggested focus areas include but are not limited to:

1. Ethics and decision making
2. Negotiations skills
3. Prescott Police Department Operation Orders
4. Prescott *Regional Communications Center Police and Fire* Dispatch Operations Orders
5. City of Prescott Employee Handbook
6. City of Prescott "City Code"
7. Leadership skills
8. Community Based Policing – What is it? Why is it different?
9. Oral board presentation skills
10. General information on supervision, handling difficult people, evaluating employees and customer service
11. Teamwork
12. City of Prescott Core Values
13. Prescott Police Department Mission, Ethics and Values
14. City of Prescott Charter

<u>The above list is suggested as a starting point and not all-inclusive.</u>

Scoring Procedures

1. Written	40%
2. Oral Review Board	40%
3. Command Review Board	20%

Time of Test

Candidates must use their own time for taking the test. Should there be a conflict with testing times and work schedules, the conflicts will be worked out on an individual basis.

Challenges

Written test scores will be available *June 27, 2006* by 1600 hours. At that time you may also review your test in the presence of Lt. Kabbel. The challenge period for the written test questions will be from *June 27, 2006 to June 29, 2006.* Challenges must be submitted in writing or verbally at the time of the review. Under no circumstances will challenges be accepted after *June 29, 2006* at 1200 hours. Lt. Kabbel's decisions regarding challenges will be final. All successful challenges will apply to all applicants.

If you have any questions about the process please contact Communications Division Commander, Lt. Kabbel.