

FIRE FIGHTERS' AND POLICE OFFICERS'

CIVIL SERVICE COMMISSION

CITY OF HOUSTON

SOURCE MATERIAL LIST FOR

2014 PROMOTIONAL EXAMINATION

CHIEF COMMUNICATION OFFICER

HOUSTON FIRE DEPARTMENT

The 2014 promotional examination for **CHIEF COMMUNICATION OFFICER, HOUSTON FIRE DEPARTMENT**, will be written from the following sources:

SUPERVISION: KEY LINK TO PRODUCTIVITY, 11th Edition; Copyright 2014. **STUDY ONLY CHAPTERS: 1 thru 19.** By: Leslie W. Rue, Nabil A. Ibrahim, and Lloyd L. Byars. ISBN: 978-0-07-802922-6. Published by: McGraw-Hill Education, 2 Penn Plaza, New York, NY 10121. (800) 262-4729. Cost: \$207.00 plus \$5.00 shipping and handling. Rush delivery available for an extra charge.

COMMUNICATION IN EVERYDAY LIFE, Copyright 2015. **STUDY ONLY CHAPTERS: 1 thru 10.** By: Steve Duck and David T. McMahan. ISBN: 978-1-4833-4498-0. Published by: Sage Publication, Inc. 2455 Teller Road, Thousand Oaks, California 91320. (800) 818-7243. Cost: \$95.00 plus \$5.95 for shipping and handling. Rush delivery available for an extra charge.

FIRE SERVICE PERSONNEL MANAGEMENT, 3rd Edition. Copyright 2010. By Steven T. Edwards. **STUDY ONLY CHAPTERS: 1 thru 4 and 7 thru 13.** ISBN: 978-0-13-512677-6. Published by Prentice Hall, Inc. One Lake Street, Upper Saddle River, New Jersey 07458. (800) 922-0579. Cost: \$92.00 plus shipping and handling. Rush delivery available for an extra charge.

NATIONAL INCIDENT MANAGEMENT SYSTEM, 2nd Edition. Copyright 2012. By Dr. Donald W. Walsh, Dr. Hank T. Christen, Jr., Christian E. Callsen, Jr., Geoffrey T. Miller, Paul M. Maniscalco, Graydon C. Lord, and Neal J. Dolan. **STUDY ONLY CHAPTERS: 1 thru 7 and 9 thru 17.** ISBN: 978-0-7637-8187-3. Published by Jones & Bartlett Learning. 40 Tall Pine Drive, Sudbury, MA 01776. (800) 832-0034. Cost: \$74.95 plus shipping and handling. Rush delivery available for an extra charge.

THE FOLLOWING HOUSTON FIRE DEPARTMENT GUIDELINES are included in the study material:

VOLUME I - ADMINISTRATION

I – 01	10.00 UNIFORM REGULATIONS AND PERSONAL APPEARANCE	DATED 04-01-12
I – 01	RULES AND REGULATIONS	DATED 08-01-12
I – 04	COMPLAINTS	DATED 08-01-12
I – 09	MUTUAL AID	DATED 08-01-05
I – 19	GRIEVANCES (CLASSIFIED MEMBERS)	DATED 09-19-11
I – 22	LEAVES AND ABSENCES	DATED 01-07-14
I – 30	COACHING AND COUNSELING AND MOTIVATING	DATED 08-01-05
I – 40	RECORDS MANAGEMENT PROGRAM	DATED 08-01-05
I – 44	ALTERNATIVE DISPUTE RESOLUTION	DATED 05-12-14

VOLUME II – EMERGENCY OPERATIONS

II – 06	INCIDENT MANAGEMENT	DATED 08-01-05
II – 25	EMERGENCY MOBILIZATION PLAN	DATED 08-01-05
II – 41	WEAPONS OF MASS DESTRUCTION	DATED 11-01-06
II – 42	MAY-DAY	DATED 05-01-03

The 2014 promotional examination for **CHIEF COMMUNICATION OFFICER, HOUSTON FIRE DEPARTMENT**, will be written from the following sources: (continued)

III – 02 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) RULES AND REGULATIONS	DATED 12-01-05
III – 09 MASS CASUALTY MANAGEMENT GUIDELINES	DATED 03-19-14

EXECUTIVE ORDERS

EO 1-18 POLICY ON USE OF SOCIAL MEDIA	DATED 01-04-11
EO 1-39 ESTABLISHMENT OF OFFICE OF INSPECTOR GENERAL FOR INVESTIGATION OF EMPLOYEE MISCONDUCT	DATED 03-01-11
EO-1-50 WORKPLACE DISCRIMINATION AND HARASSMENT	DATED 04-06-12

HOUSTON FIRE DEPARTMENT ACCOUNTABILITY MANUAL

PLEASE NOTE: Only the portions of the sources identified above will be included in the examination. Omit any chapter/ section/ portion of the sources that are NOT specifically listed as “STUDY ONLY THE FOLLOWING.” For example, omit the glossaries of all textbooks (as no glossary is listed as a portion of any source to study for this exam). However, information contained in tables, graphs, pictures, highlights, etc. within the chapters/ section/ portion of the sources listed for study in this announcement may be included in the examination. The examination will only cover the portions of the sources explicitly listed for you to study.

THE HOUSTON FIRE DEPARTMENT GUIDELINES FOR THE 2014 CHIEF COMMUNICATION OFFICER EXAMINATION are available as a package from the Houston Fire Department, at the Quartermaster, in the Logistics Building, Room 102, 1205 Dart Street, Houston, Texas, 77007. The guideline packet is being provided to applicants free of charge by The Robert Garner Firefighter Foundation. (Picture I.D. is required and the package must be picked up in person). **PLEASE NOTE:** Employees who will be eligible and who are interested in taking the examination should obtain the above books promptly in case a supply shortage should occur later in the year. Only the publishers’ prices for the above books are listed. Prices may vary if books are obtained from any other sources. **QUESTIONS FOR THIS PROMOTIONAL EXAMINATION WILL BE TAKEN SOLELY FROM THE MATERIALS LISTED IN THIS ANNOUNCEMENT. IF RESOURCE MATERIALS ARE OBTAINED THROUGH ANY SOURCE OTHER THAN THE QUARTERMASTER AS SPECIFIED HEREIN, (E.G., INTERNET, ETC.), ANY DISCREPANCY IN THE MATERIALS OBTAINED THROUGH ANOTHER SOURCE WILL NOT BE ALLOWED TO SUPPORT A CHALLENGE TO AN EXAM QUESTION BASED ON SUCH DISCREPANCY, IN WHOLE OR IN PART.**

ORIENTATION:	Classified Testing will coordinate with HFD to host a least one testing orientation prior to the examination.
DATE AND TIME OF EXAMINATION:	The examination will be given at 9:00 a.m. on Wednesday, December 3, 2014 at the E.B. Cape Center, Room 111-112, 4501 Leeland, Houston, TX 77023.
DATE OF ANNOUNCEMENT:	August 26, 2014

AN EQUAL OPPORTUNITY EMPLOYER M/F
POST UNTIL: September 26, 2014

Chief Communication Officer - **STUDY AID**

This is only an aid. Exam content will be based on sources listed above.

Applicant Instructions: This matrix is presented as a study aide to assist you in your preparation for the written job knowledge promotional examination for Chief Communications Officer with the Houston Fire Department. The top nine job tasks performed by the Chief Communications Officer are listed on the left hand side of the page, and each Source Material is listed by title (only) on the top of this document (1-7). To identify what to study from any particular source and how to apply what you study to the test, follow down the sheet to read what portions/ chapters of the source are related to each critical job task. For example, as you study Source 1 think about how Chapter X might help you "Implement all Fire Department procedures and policies". Please note that examination questions will NOT be verbatim from the sources and will not be answerable by rote memorization. Correctly answering examination questions will require you to use the facts and information presented in these sources as they apply to the critical job tasks.

		Study Source 1	Study Source 2	Study Source 3	Study Source 4	Study Source 5	Study Source 6	Study Source 7
	To inform your performance of the 8 primary Job Tasks listed below:	<u>Supervision: Key Link to Productivity</u>	<u>Communication in Everyday Life</u>	<u>Fire Service Personnel Management</u>	<u>National Incident Management System</u>	<u>Guidelines</u>	<u>Executive Orders</u>	<u>Accountability Manual</u>
1	Implements all Fire Department procedures and policies.	Chapters 1, 2, 3, 4, 5, 6, 12, 13, 14, 15, 20	Chapters 3, 4, 5, 6, 7, 8, 9, 10	Chapters 1, 3, 8, 9, 10, 11, 12	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17	I-01, I-04, I-09, I-19, I-22, I-30, I-40, I-44, II-06, II-25, II-41, II-42, III-02, III-09	I-18, I-39, I-50	Accountability Manual
2	Receives complaints and implements initial response.	Chapters 2, 15	Chapters 3, 4, 5, 6, 10	Chapter 2	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17		I-18, I-39, I-50	Accountability Manual
3	Examines all records and reports requiring Chief Dispatcher of Communications Command approval.	Chapters 1, 8, 9, 16, 17	Chapter 9	Chapter 8	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17			
4	Provides reports to Deputy Chief of Communications Command.	Chapters 1, 18	Chapters 4, 8, 9	Chapter 9	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17			
5	Educates self and subordinate to qualify to perform duties and responsibilities of the next higher rank.	Chapters 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20	Chapters 3, 4, 5, 6, 7, 8, 9, 10	Chapters 1, 4, 7, 13	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17			
6	Continues direct contact with 9-1-1 database manager to maintain integrity between the two (2) databases.	Chapters 1, 3, 19	Chapters 1, 4, 5, 6, 8, 9	Chapter 1	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17			
7	Actively assists in promoting public relations.	Chapters 1, 6, 10	Chapters 1, 2, 3, 4, 5, 6, 7, 8	Chapters 3, 9	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17			
8	Assists with any projects as assigned by Assistant Fire Chief and Deputy Chief.	Chapters 1, 7	Chapters 3, 4, 5, 6, 7, 8, 9, 9	Chapter 7	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17			
9	Maintains a balance of personnel and officers on duty at all time through transfers.	Chapters 1, 9, 10, 11, 19	Chapters 3, 4, 5, 6, 7, 8, 9, 10	Chapters 10, 12	Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, 17			
	Estimated PERCENTAGE of questions on the Examination from this source:	19	15	9	38	13	4	2