

*****USERRA*****

FIRE FIGHTERS' AND POLICE OFFICERS'

CIVIL SERVICE COMMISSION

CITY OF HOUSTON

SOURCE MATERIAL LIST FOR

2012 PROMOTIONAL EXAMINATION

CAPTAIN - COMMUNICATION

HOUSTON FIRE DEPARTMENT

The 2012 USERRA promotional examination for CAPTAIN - COMMUNICATION, HOUSTON FIRE DEPARTMENT, will be written from the following sources:

SUPERVISION AND LEADERSHIP IN A CHANGING WORLD, Copyright 2012. OMIT THE FOLLOWING: Brief Contents; Preface; Acknowledgments; About the Author; All Chapter Objectives; All Open Snapshots; All Figures; All Application Examples; All Leadership Applications for Supervisors; All Tables; All Supervising the New Workforce; All Key Terms; All Review of Key Concepts; All Review Discussion Questions; All Case Studies; All Experiential Activities; All Role-Playing Exercises; All Graphs; All Key Concepts; All Application Exercise; Supervising in Challenging Times; Pages 298 and 499; Apps on Pages 248, 405, 433, 455, and 497; Ethics Quiz on Page 438; Chapter 8; All Endnotes; Index; and All Photo Credits. By: Gary Dessler. ISBN 978-0-13-505865-7. Published by Pearson/Prentice Hall Publishing, One Lake Street, Upper Saddle River, NJ 07458. (800-638-0220). \$171.60 plus shipping and handling. Rush delivery is available for an extra charge. There is a 10% discount when ordering on-line at www.mypearsonstore.com.

FIRE SERVICE PERSONNEL MANAGEMENT, Third Edition, Copyright 2010. OMIT THE FOLLOWING: Contents; Preface; Acknowledgments; About the Author; All Key Terms; All Objectives; All Review Questions; All Summaries; All Case Studies; All Fire Service Professional Qualifications; All Endnotes; All Suggestive Readings; Glossary; and Index. By Steven T. Edwards. ISBN 978-0-13-512677-6. Published by Pearson/Prentice Hall Publishing, One Lake Street, Upper Saddle River, NJ 07458. (800-947-7700). \$92.00 plus shipping and handling. Rush delivery is available for an extra charge. There is free shipping when ordering on-line at www.mypearsonstore.com.

9-1-1 EMERGENCY COMMUNICATIONS MANUAL, Fourth Edition, Copyright 2007, Version 4.2, ISBN 0-7872-4445-7 or Copyright 2009, Version 4.3 ISBN 1-882960-33-5. OMIT THE FOLLOWING: Table of Contents; Index; Dedication; Unit 1 Pages 8-12; Unit 4 Pages 65-127 and Pages 145-148; Unit 8 Pages 281-289; Unit 9 Pages 334-336. By Sue Pivetta.. Published by Professional Pride Publishing, 825 Ryan Avenue, Sumner, WA 98390. (800-830-8228). \$74.95 plus shipping and handling. Rush delivery is available for an extra charge. Order online at www.911trainer.com.

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

REFERENCE	TITLE	EFFECTIVE
I – 01	RULES AND REGULATIONS	08-01-05
I – 04	COMPLAINTS	08-01-05
I – 06	DRUG DETECTION AND DETERRENCE	08-01-05
I – 09	MUTUAL AID	08-01-05
I – 10	RADIO AND MDC OPERATIONS	08-01-05

**SOURCE MATERIAL LIST FOR 2012 USERRA PROMOTIONAL EXAMINATION:
CAPTAIN - COMMUNICATIONS**

I – 16	MOTOR VEHICLE ACCIDENTS	08-01-05
I – 19	GRIEVANCES (CLASSIFIED MEMBERS)	09-19-11
I – 22	LEAVES AND ABSENCES	10-14-06
I – 30	COACHING COUNSELING AND MOTIVATING	08-01-05
I – 33	INTERNET/INTRANET GUIDELINES	08-01-05
II – 06	INCIDENT MANAGEMENT	08-01-05
II – 18	AIRPORT GUIDELINES	08-01-05
II – 22	AFRICANIZED HONEY BEE INCIDENTS	08-01-05
II – 29	CIVIL DISORDERS	08-01-05
II – 33	HURRICANE GUIDELINE	09-01-07
II – 35	FIELD EMERGENCY OPERATIONS CENTER (FEOC)	08-01-05
II – 41	WEAPONS OF MASS DESTRUCTION	11-01-06
II – 42	MAY-DAY	05-01-03
EO-1-18	POLICY ON USE OF SOCIAL MEDIA	01-04-11
EO-1-39	ESTABLISHMENT OF OFFICE OF INSPECTOR GENERAL FOR INVESTIGATION OF EMPLOYEE MISCONDUCT	03-01-11
EO-1-50	WORKPLACE DISCRIMINATION AND HARASSMENT	04-06-12
AP-2-3	SEVERE WEATHER AND OTHER EMERGENCY CONDITIONS	08-25-06
AP-8-2	PROCEDURE ON ELECTRONIC MAIL COMMUNICATIONS	04-20-04

THE HOUSTON FIRE DEPARTMENT GUIDELINES FOR THE USERRA CAPTAIN - COMMUNICATIONS EXAMINATION is available as a package from the Houston Fire Department, at 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. **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 ABOVE MATERIALS. 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.**

DATE AND TIME OF EXAMINATION:

The examination will be given at **9:00 a.m.** on **Wednesday, December 17**, in Room 111-112, at 4501 Leeland Street, at the E.B. Cape Building, 832.395.4900.

DATE OF ANNOUNCEMENT:

September 12, 2014