

**DIRECTOR OF COMMUNICATIONS
STUDY GUIDE**

A written examination for the class of **DIRECTOR OF COMMUNICATIONS** to be administered in **BOSSIER CITY** on **DECEMBER 9, 2014**, will consist of approximately **100** multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
<p>FIRE SERVICE MANAGEMENT</p> <p>Knowledge of the principles of effective fire service management involving directing, inspecting, and evaluating departmental operations; personnel management; and public relations.</p>	20.0%
<p>MANAGING EQUIPMENT/PROPERTY/SUPPLIES</p> <p>Knowledge of the general care, maintenance, and purchasing of equipment and supplies, including verifying that equipment is tested and meets applicable standards.</p>	12.0%
<p>RECORDS/REPORTS/CORRESPONDENCE</p> <p>Knowledge of effective records-keeping practices, including preparation and retention; and knowledge of effective report preparation procedures, including the compilation and organization of data into an effective written format for reports or official correspondence.</p>	8.0%
<p>SUPERVISION</p> <p>Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; and to maintain discipline.</p>	32.0%
<p>COMMUNICATIONS MANAGEMENT</p> <p>Knowledge of the operation of the fire communications center, including knowledge of operational and dispatching procedures for receiving and processing calls for assistance; of the proper operating procedures of the fire radio system; of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; of applicable computer codes; of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer.</p>	28.0%

REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

PRIMARY REFERENCE MATERIAL

EFFECTIVE SUPERVISORY PRACTICES, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.

BOSSIER CITY FIRE COMMUNICATIONS (CAD TRAINING MANUAL) PROCEDURES, 2001.

NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:

NFPA #1221 - Standard for the Installation, Maintenance, and Use of Public Fire Service Communications Systems: NFPA, 1999 edition.

MANAGEMENT IN THE FIRE SERVICE, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS (Training Manuals):

Chief Officer, 2nd ed., 2004.

OTHER RECOMMENDED PUBLICATIONS:

CODE OF FEDERAL REGULATIONS, TITLE 47, (FEDERAL COMMUNICATIONS COMMISSION), Part 80 to End, The Office of the Federal Register National Archives and Records Administration, Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402, Revised 10/01/96.

NOTE: Sold by Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an

examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.