

**CHIEF FIRE COMMUNICATIONS OFFICER
STUDY GUIDE**

A written examination for the class of **CHIEF FIRE COMMUNICATIONS OFFICER** to be administered in **MONROE** on **NOVEMBER 19, 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 management theory and organizational behavior; and planning, organizing, directing, inspecting, and evaluating departmental operations.</p>	11.0%
<p>RECORDS AND CORRESPONDENCE</p> <p>Knowledge of effective records-management practices, including preparation, content, format, and control, and retention, and written correspondence.</p>	11.0%
<p>SUPERVISION AND TRAINING</p> <p>Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to train subordinates.</p>	28.0%
<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>	50.0%

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

MONROE FIRE COMMUNICATIONS - OPERATIONS AND PROCEDURES,
Monroe Fire Department, City of Monroe, 1995.

MSP COMPUTER OPERATED DISPATCH, 10.1, 2013

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.**

MANAGING FIRE AND RESCUE SERVICES, International City Management
Association (ICMA), 1140 Connecticut Ave., N.W., Washington, D.C. 20036, 1st ed.,
2002.

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

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.