

TEST PLAN

STATE POLICE TELECOMMUNICATOR 1 - #0313

1. Minimum Qualifications Screening
2. Those passing the minimum qualifications screening may receive a grade notice that shows a final score of "Qualified"; or
Agencies may develop test questions and rating criteria at the time of recruitment.
3. Those with a score of "Qualified" and possessing the requisite skills - or those ranking highest on the test may be invited to participate in the next phase of the selection process.
4. If you are hired, certain knowledge and skills will be assessed during your trial service period.

MINIMUM QUALIFICATIONS

- One year of public contact experience (such as public service representative, salesperson, receptionist, etc.) which included answering questions **and** gathering, relaying, and/or providing information to others **OR** successful completion of a certified emergency communication course; **AND**
- Keyboarding (typing) speed of at least 35 words per minute; **AND**
- High School diploma or successful completion of the General Educational Development (GED) Test.

SKILL CODES

Use the State Police Telecommunicator 1 & 2 Skill Code Sheet.