

911 Communications Dispatcher – Trainee : Supplemental Questions

1. The following questions are part of the pre-screening process. Do you agree to answer truthfully and accurately?

_____ Yes
_____ No

2. How many years of experience do you have in receiving and processing emergency public service calls?

_____ 3+ years
_____ 1 – 2 years
_____ Less than one year
_____ None

3. How many years of experience do you have in providing customer service to the public?

_____ 3+ years
_____ 1 – 2 years
_____ Less than one year
_____ None

4. How many years of experience do you have in providing customer service to the public over the phone?

_____ 3+ years
_____ 1 – 2 years
_____ Less than one year
_____ None

5. Are you able to type a minimum of 35 words per minute with accuracy? (Attach typing test certificate, if available.)

_____ Yes
_____ No

6. Please place a checkmark next to the software or technology-related tasks that you are proficient in using/completing.

_____ Word Processing (Microsoft Word)
_____ Spreadsheet (Microsoft Excel)
_____ Mapping/GIS (Beacon)
_____ Computer-aided dispatch (Zuercher)
_____ Data entry
_____ Transcription
_____ Database management
_____ Email

7. Are you willing and able to make quick decisions on which one or more person's safety depends?

_____ Yes
_____ No

8. Are you willing and able to work within a highly structured and controlled environment where work productivity and quality is frequently evaluated and critiqued?

_____ Yes
_____ No

9. Are you willing and able to work varied shift schedules, which may include evenings, nights, swing shifts, weekends, and holidays?

_____ Yes
_____ No

10. Are you willing and able to be courteous to callers who scream or direct obscene language at you or callers who are intoxicated, irrational, or confused?

_____ Yes
_____ No

11. Are you willing and able to remain on the phone and provide callers with instructions or relay additional information, which may necessitate listening while the caller is being victimized or is involved in a life-threatening event?

_____ Yes
_____ No

12. Are you willing and able to maintain intense concentration and attention for extended periods of time?

_____ Yes
_____ No

13. Are you willing and able to respond to work during an emergency or work overtime on short notice?

_____ Yes
_____ No

14. I understand that this position requires assisting callers who are victims, survivors, and witnesses of all types of emergency situations and crime, while obtaining and entering essential information into electronic/automated systems regarding emergency situations.

_____ Yes
_____ No

15. I understand that in this position I would be privy to highly confidential emergency situations and details, helping both emergency callers and public safety/emergency personnel as situations are happening while having to remain calm, focused, organized, able to recall information instantly and keep everyone informed of activities at all times.

_____ Yes
_____ No

16. I understand that as a Dispatcher I would deal with situations over the phone that can be exciting, challenging, violent, alarming, distressing, filled with emotion, conflict, anger, happiness and relief all while under emergency circumstances and deadlines.

_____ Yes
_____ No