

# North County Dispatch JPA Emergency Services Dispatcher Supplemental Questionnaire/Checklist

Applicant Name: \_\_\_\_\_

## Instructions to Candidate

The information in this checklist is part of the testing process and will be considered, with other information, in making a selection of candidates to be invited to the next phase of the testing process. The purpose of providing you with this information is to help you be aware of and carefully consider *both* the positive and negative aspects of a dispatching job *before* you decide to apply.

A career in dispatching offers many satisfying and rewarding elements. It gives you an opportunity to help others and to make a significant contribution to the welfare and safety of the public and fellow employees. It offers challenging, rewarding, fast-paced work that requires quick thinking and excellent problem solving and public relations skills. However the job has demands that you may find less appealing. The job factors listed below describe aspects of the job of which you may not be aware. If any of these conditions are unacceptable to you, this may not be the best career choice for you, and we urge you to consider alternative employment choices that may better fit your individual needs and interests.

Please read this information and place a check on the lines next to each statement to indicate (1) you have read it and (2) are willing to work in the situation described.

Then complete and return this checklist with your application.

## Working Environment

*(Check the conditions you are willing to work)*

- 1. There will be times when you will be unable to leave your workstation during your shift depending on the work load
- 2. You may be unable to schedule your own lunch or breaks and you may be required to eat at your workstation.
- 3. You will be required to wear standardized apparel and work through a structured chain-of-command.
- 4. Employees may experience periods of very slow activity followed by periods of very intense activity. You must be able to fully concentrate and focus your attention no matter what is happening at the time.
- 5. There is little control over the work load or pace.
- 6. You must be able to accept a daily critique of your job performance and modify your actions accordingly.
- 7. You must be able to work in a small, confined work area for your entire shift.
- 8. You will be required to use a computer-aided dispatch system (CAD) and phone system that operates heavily by a computer mouse.

## **Work Schedule**

- 9. You will be required to work shifts, weekends and/or holidays regularly.
- 10. You may be required to work all holidays in a given time period. For instance, your work days may fall on Thanksgiving, Christmas, and New Years day.
- 11. While in training you will be given no choice about which shift you are assigned to work or which days you work. You will be required to work the same shift, days and hours as your trainer.
- 12. You may be required to change your work shift and/or days off, or cancel holiday plans with minimal notice.
- 13. There may be times you will be mandated to work overtime or required to stay late or come in on your time off.

## **Call for Service**

- 14. You must respond courteously, calmly and effectively to telephone calls when someone is rude, drunk, irrational, confused, using obscene language, and/or screaming at you.
- 15. You must respond effectively to telephone calls when a violent or highly emotional situation is taking place.

## **Dispatching**

- 16. You must efficiently handle multiple tasks at one time.
- 17. You must make quick, logical, accurate decisions; one or more person's safety may depend on your ability to do this.
- 18. You must answer and respond to telephone calls in which the caller is difficult to understand.
- 19. You may be required to wear a headset during your entire shift.
- 20. You must keep calm during critical incidents. This means that you must also keep your voice well modulated and somewhat mono tone to convey a sense of calm.
- 21. You may be required to attend mandated training classes, even if they are on your normal days off.