



North County Dispatch JPA Operations Supervisor Recruitment

Supplemental Questionnaire

Information provided on the application/resume is used to determine if a candidate meets minimum qualifications. Only information provided at the time of the application being completed will be considered, and additional information that is not listed on either the application or an attached resume may not be considered when deciding if a candidate meets or does not meet the qualifications. Applicants are **STRONGLY** encouraged to include all information and details on their application and attached resumes.

The following questions are graded and will be used to evaluate your knowledge, skills and experience for the position. Be certain that the answers you provide correspond to the information on your application/resume. Because it has been shown that some candidates stretch the truth when asked about past training and experience, it is likely that the information you provide will be verified. You may also be asked to demonstrate your knowledge and skills in a work sample or during a hiring interview. If you have not had experience or education in a specific area, or do not understand what it means, please indicate "N/A" in the answer box. By completing these questions, you are attesting that the information you have provided is accurate. Any information you provide may be reviewed by the hiring manager or review Board. Any misstatements or falsification of information may eliminate you from consideration or may result in dismissal.

I understand and agree that only information provided at the time of my application/resume will be used to determine if I meet the minimum requirements of this position.

I decline and will withdraw from the process.

1. Which best describes your years of line level experience in urban, 9-1-1/Emergency Communication Centers including working with the public, explaining policies and procedures?

- | | |
|---|----------------------------------|
| <input type="checkbox"/> Less than one year | <input type="checkbox"/> 1 year |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 4 years | <input type="checkbox"/> 5 years |
| <input type="checkbox"/> 6 years | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 8 years | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 10 + years | |

2. Which best describes your years of line experience in a high volume call center, managing operations and supervising employees?

- | | |
|---|----------------------------------|
| <input type="checkbox"/> Less than one year | <input type="checkbox"/> 1 year |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 4 years | <input type="checkbox"/> 5 years |
| <input type="checkbox"/> 6 years | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 8 years | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 10 + years | |

3. Describe your experience in the field of emergency communications for an urban 9-1-1/emergency communication center.

4. Describe your supervisory experience and working knowledge of related human resource practices?

5. Describe a time when you had to make an immediate, independent decision that had widespread impact. What were your considerations when making the decision? Did anyone disagree with your decision? What was the outcome of your decision?

6. Describe a time when you had to exercise tact and diplomacy in dealing with a sensitive and/or confidential situation.

I have read the above instruction carefully, and understand the consequences of giving false information. I certify that the information I have provided is true and accurate.

Signature

Date