

**CITY OF BELLINGHAM
DISPATCHER
WORKING CONDITIONS QUESTIONNAIRE**

The effectiveness of both dispatching centers hinges on the quality of personnel it employs and the level of public trust in those employees. Emergency communications work is a personal service of the highest order requiring dedication and professionalism in those individuals who are employed in this career field. Mistakes in judgement could cause irreparable harm to the citizens and the law enforcement, fire and medical response personnel dispatchers serve. **Carefully read each item below and decide whether or not this is a working condition you are able to accept. Any item left blank will be considered a "no" response.**

- | | <u>YES</u> | <u>NO</u> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------|
| 1. Are you able to work weekends, holidays and overtime? | _____ | _____ |
| 2. Are you able to work any assigned shift, including weekends and holidays? | _____ | _____ |
| <u>Police Schedule</u> | | |
| Days | 6:00 am - 2:00 pm | _____ |
| Swing | 2:00 pm - 10:00 pm | _____ |
| Graveyard | 10:00 pm - 6:00 am | _____ |
| R shift | 10:00 am - 6:00 pm | _____ |
| I shift | 6:00 pm - 2:00 am | _____ |
| <u>Fire Schedule</u> | | |
| 12 hr. rotating shifts | _____ | _____ |
| 3. Are you willing to accept that you may not be allowed to leave your workstation during your shift except in an emergency? | _____ | _____ |
| 4. Are you willing to agree that the integrity of the information you deal with is vital and any breach of confidentiality can result in immediate dismissal? | _____ | _____ |
| 5. All work station telephone lines and radio traffic are on a 24 hour tape which is reviewed as part of our quality assurance process. Are you willing to have your calls monitored and recorded on tape for evaluation? | _____ | _____ |
| 6. Are you able to work in a disciplined environment and carry out orders even when you do not agree with them? | _____ | _____ |
| 7. Are you willing to take instructions and abide by the policies, procedures, rules and regulations as set forth by for your assigned area? | _____ | _____ |
| 8. Are you willing to participate in an intensive training program to learn and develop the techniques and skills required of a dispatcher? | _____ | _____ |
| 9. Are you willing to accept the responsibility of making a decision that could affect the lives of others knowing that a mistake in judgment could cause irreparable harm? | _____ | _____ |
| 10. Are you able to maintain your composure when talking with people who are emotionally upset, angry, frightened or depressed? | _____ | _____ |
| 11. Are you able to deal effectively and not get discouraged or frustrated when others use abusive or threatening language or who take out their emotions on you because of their immediate emergency? | _____ | _____ |
| 12. Are you able to remain emotionally detached in order to respond to situations in a positive, professional and helpful manner? | _____ | _____ |
| 13. Are you able to handle a very heavy volume of calls and other assignments in a minimum amount of time without agitation and nervousness? | _____ | _____ |

ALL THE INFORMATION I HAVE SUPPLIED IS COMPLETE, TRUE, AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Signature

Date _____

Print Name

DISPATCHER MINIMUM QUALIFICATIONS CHECKLIST

	YES	NO
<p>1. Do you have a minimum of one year experience in a position(s) which required you to deal with the public in stressful or time sensitive situations (ie. collections, medical emergency, customer service, etc.)? If YES, you must complete the following:</p> <p><u>Please briefly describe where and when this experience was obtained:</u></p> <hr/> <hr/> <hr/>	_____	_____
<p>2. The Public Safety Dispatcher position requires the following abilities: <u>Visual acuity</u> (correctable vision to accurately read information from a computer screen and printed materials). <u>Hearing</u> within (or correctable to normal limits) in the speech range.</p> <p>Do you meet these requirements? If NO, please explain:</p> <hr/> <hr/>	_____	_____
<p>3. A pre-employment drug and alcohol test is required. Are you willing to submit to this test?</p>	_____	_____
<p>4. What is your current <u>NET</u> keyboarding speed? <i>(Your keyboarding speed will be tested after completion of written exam.)</i></p>	_____ wpm	
<p>5. This eligibility register will be used to fill vacancies at both the Police and Fire dispatching centers. Please indicate your <i>preferred</i> assignment by checking any of the following applicable statements.</p> <p style="padding-left: 40px;">I am ONLY interested in Police dispatching positions.</p> <p style="padding-left: 40px;">I am ONLY interested in Fire dispatching positions.</p> <p style="padding-left: 40px;">I am interested in BOTH Police and Fire dispatching positions.</p>	<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>
<p>6. If you are being considered for the Police Dispatch position, are you willing to submit to a police background check, polygraph exam and psychological exam prior to hire? (The background investigation and polygraph exam include a review of illegal drug use. A history of using illegal drugs, considering the nature and the recentness of the offenses, may be grounds for disqualification for this position.)</p>	_____	_____