

Name: _____

COLUMBIA 9-1-1 COMMUNICATIONS DISTRICT
COMMUNICATIONS SPECIALIST

ADDENDUM TO APPLICATION

The effectiveness of Columbia 9-1-1 Communications District hinges on the quality of the people we employ. Emergency communications work requires dedication and professionalism in those individuals who are employed in this career field. Mistakes in judgment or hiring could cause irreparable harm to the citizens of Columbia County and to the law enforcement, fire, and medical personnel we dispatch.

Experience has shown that many applicants for Communications Specialist consider only the positive aspects of the job while ignoring some of its less attractive features. Early resignations, which result from lack of accurate job knowledge, contribute to a much higher than desirable attrition rate among Communications Specialists.

There are many satisfying, rewarding aspects to the position; there is no question that Communications Specialists make significant contributions to the welfare and safety of their fellow citizens. However, it is important that all applicants carefully consider both the negative and positive features of the work before being hired for the position.

Applicants are often unaware of some of the job features listed below. You must be willing to comply with all of the conditions listed below to be considered for the position.

Place a check on the appropriate line to indicate your response to each of the following statements.

ARE YOU WILLING TO COMPLY WITH THE FOLLOWING:

WORKING ENVIRONMENT - **ARE YOU ABLE AND/OR WILLING TO:**

- | | | |
|-----------------|----|---|
| YES ____NO ____ | 1. | Sit for long periods of time. |
| YES ____NO ____ | 2. | Wear a headset with an earpiece that fits inside your ear or a headset that covers one of your ears. |
| YES ____NO ____ | 3. | Work in a confined area in a room with subdued lighting and no windows directly to the outside of the building. |
| YES ____NO ____ | 4. | Work closely with other district staff, law enforcement officers, fire and emergency medical personnel, and deal professionally with their various personalities and attitudes. |
| YES ____NO ____ | 5. | Accept that you will not be permitted to leave the district property during your shift, except in an emergency or by special arrangement with the supervisor. |
| YES ____NO ____ | 6. | On occasion perform required work outside your job description. |
| YES ____NO ____ | 7. | Take instructions and abide by the policies, procedures, rules, and regulations of this District. |

YES ___NO ___

YES ___NO ___

YES ___NO ___

YES ___NO ___

YES ___NO ___

YES ___NO ___

YES ___NO ___

YES ___NO ___

YES ___NO ___

8. Write investigation reports and give testimony in court.
9. Agree that the integrity of the information in the center is vital and any breach of confidentiality will result in immediate dismissal.
10. Control your emotions in difficult and stressful situations.
11. Maintain a professional level of performance regardless of your physical, mental, or emotional state.
12. Work effectively in the high-stress environment of an emergency communications center.
13. Participate in training to learn and develop the techniques and skills required of a Communications Specialist.
14. Be regularly reminded of errors and mistakes during training.
15. Work at a rapid pace over which you have little control.
16. Maintain intense concentration and attention to detail for extended periods of time.

WORK SCHEDULE -

ARE YOU ABLE AND/OR WILLING TO:

YES ___NO ___

YES ___NO ___

YES ___NO ___

YES ___NO ___

17. Be required to work shift-work which includes: days, swing, grave, relief and overlap on a rotation basis; including week-ends and holidays.
18. Be required to attend training and/or meetings in addition to your regular work schedule.
19. During on-the-job training, have to work the same shift, days, and hours as your trainer.
20. Work overtime with little notice because of emergency situations or unexpected illness.

CALL TYPES -

ARE YOU ABLE AND/OR WILLING TO:

YES ___NO ___

YES ___NO ___

YES ___NO ___

YES ___NO ___

21. Deal courteously with callers who scream at you.
22. Handle telephone calls during which the caller uses obscene language and verbally abuses you.
23. Respond professionally to drunk, irrational, frightened, confused, irate, panicky, ill, or argumentative people.
24. Answer and respond to telephone calls involving violent crimes or medical emergencies in progress.

YES ___NO ___

25. Answer and respond to telephone calls in which the caller is almost impossible to understand.

YES ___NO ___

26. Have tolerance for people who may be different from you.

YES ___NO ___

27. Be diplomatic and tactful when dealing with others.

YES ___NO ___

28. Accept the responsibility of making a decision that could affect the lives of others, knowing that a mistake in judgment could cause irreparable harm.

YES ___NO ___

29. Have to make quick decisions in which life, safety, and property are at stake.

YES ___NO ___

30. Deal with a public that does not always understand or appreciate what you do.

My signature below indicates that I have read and carefully considered each statement on the checklist and that my responses are true.

Signature: _____

Date: _____