

# EMPLOYMENT CHECKLIST



**POSITION:** Public Safety Telecommunicator

Experience has shown that many applicants for the Emergency Communications Telecommunicator's positions consider only certain aspects of the job while ignoring less attractive features. As a result, when new employees encounter negative aspects of the job, they sometimes react by leaving the job before training is completed or within a few months of qualification.

While there are many satisfying and rewarding aspects of the Emergency Communications Telecommunicator's position, and there is no question that telecommunicators make significant contributions to the welfare and safety of their fellow citizens, it is important for all applicants to carefully consider both the negative and positive features of a new career before considering the position.

The job factors listed below are aspects of the Emergency Communication Telecommunicator's position about which many applicants are unaware. If you are concerned about any of these items, you may discuss your concerns with the Director.

This questionnaire should be taken home, considered carefully and, if pertinent, discussed with your family or whomever else you feel is important. Should you be successful in passing all the phases in the testing process and are offered a position, you will be given a new form and asked to sign each line. The form will then become part of your permanent personnel folder.

## **WORKING ENVIRONMENT**

#	COMMENT	INITIAL
1	You must have regular and predictable attendance.	
2	You must arrive for work at least 5 minutes prior to your shift.	
3	You will be required to work different shifts in a 24x7 work environment.	
4	You will have no choice about which shift you are assigned to work.	
5	You will have no choice about which days you work.	
6	You will be required to work all shifts, including during the training period.	
7	You will be required to work weekends on a regular basis.	
8	Work any or all Federal, State and religious holidays on the recognized or actual date.	

#	COMMENT	INITIAL
9	Work on personally important or special days (i.e., birthdays, anniversaries, sporting events, etc.).	
10	Obtain childcare on a regular basis.	
11	As necessary, obtain childcare for weekends and holidays on a regular basis.	
12	As necessary, obtain childcare on short notice events on a frequent basis.	
13	Work voluntary overtime, before or after a shift, sometimes with little to no notice.	
14	Work mandatory overtime, before or after a shift, sometimes with little to no notice.	
15	You must have reliable transportation that functions in the 24-hour environment.	
16	You must be willing to conform to the prescribed uniform.	
17	Telecommunicators must remain seated at their workstation for extended durations of time. Leaving the building during your break time is often restricted. Depending on workload, unscheduled breaks (e.g., to walk around, get coffee, etc.) are generally not permitted.	
18	Telecommunicators must be able to work within an organization structured on the military model. Specifically, you must be willing to: <ul style="list-style-type: none"> <li>• Work through a highly structured “chain of command”</li> <li>• Have all phone and radio activities monitored/taped</li> <li>• Work in accordance with a disciplinary policy</li> </ul>	
19	Work at a radio console and computer terminal for a full shift (12 or 8 hours).	
20	Work at a console with 6 computer monitors, numerous radios and ringing telephones, while multi-tasking seamlessly between the computers, telephones and radios while being able to type accurately.	
21	Work at a workstation in a confined room with low lighting.	
22	Work in a high-stress environment.	
23	You must be willing to get along with your co-workers.	
24	Receive criticism from co-workers and/or civilians.	
25	During training, be regularly reminded of errors and mistakes.	
26	During training, receive a daily rating of your job performance, including criticism.	
27	Multi-jurisdictional training, after probation, may be required.	
28	Ability to record the information the caller is giving you into the computer in real time.	
29	Work at a rapid pace, over which you have little to no control.	

#	COMMENT	INITIAL
30	Maintain intense concentration and attention for extended periods of time.	
31	Smoking/tobacco use is prohibited in the building.	
32	Cell phones are not allowed in the work area (communications center)	

Failure to comply or withstand any or all of the above-defined work environment issues may result in disciplinary action being taken against you.

**TYPES OF CALLS**

#	COMMENT	INITIAL
1	Answer telephone calls where someone screams at you.	
2	Answer telephone calls where the caller directs obscene language at you.	
3	Answer and respond to telephone calls where the caller is hysterical, intoxicated, irrational or confused.	
4	Answer and respond to telephone calls in which the caller is difficult to understand.	
5	Answer telephone calls from suicidal subjects.	
6	Answer, handle and/or transfer fire and rescue calls quickly and accurately.	
7	Answer and respond to calls where a violent crime is in progress.	
8	Make quick decisions on which one or more person's safety is at stake.	

With my signature below, I state that I have read, considered, and understand each item.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name