



9-1-1 Self-Screening Questionnaire



A professional 9-1-1 Calltaker & Dispatcher is a highly responsible, multi-functional employee who is tasked with handling many difficult assignments simultaneously, often in crisis situations. The nature of the profession includes these key elements:

- Mostly sedentary working conditions
- Simultaneously operate telephone, radio, and computer equipment
- Answer 9-1-1 emergency calls as well as non-emergency Eugene Police and Fire phone lines
- Dispatch police and fire personnel and apparatus following strict guidelines
- Work frequent mandatory overtime that may extend shifts to a total of 16 hours. Mandatory overtime will sometimes occur without advance notice.
- Work day, swing, or graveyard shift, rotating between the various shifts throughout the year, especially when training to learn a new position.
- Work with a team of six to eight other calltakers & dispatchers, along with members of the management and supervisor team

This self-screening questionnaire is designed to help you determine whether you are making a sound decision in applying for a 9-1-1 Calltaker/Dispatcher position with the Eugene Police Department. The questionnaire will provide a sense of what it is like to work in this demanding career. Answer the questions honestly; this is for you to determine if you are right for the career. Then consider consulting with a family member, spouse or respected friend to get their input on how they would answer these questions for you. You are not required to divulge your answers; however, we will be happy to discuss any aspects of the position and its requirements.

WORK ENVIRONMENT

	YES	NO
Are you willing to work irregular shifts during training periods? For example, you might work a day shift for 2 weeks, move to graveyard for 2-3 more weeks, and then go to swing shift for a few more weeks. You would also be changing days off with each shift change.	_____	_____
Are you willing to work any of the four following shifts and remain on that shift for up to six months? Day shifts of either 0700-1730 or 1100-2130. Night shifts from 1700-0330 or 2100-0730.	_____	_____
Are you willing to accept last minute changes to your work schedule, including mandatory overtime, which might require you to cancel personal plans?	_____	_____
Are you willing to work weekends, holidays, birthdays, anniversaries, and other major events?	_____	_____
Are you willing to work in a temperature controlled environment that might be too cool or too warm for your personal preference?	_____	_____
Are you willing to work 10 hour shifts, with two 15 minute breaks and a 40 minute lunch, keeping in mind that the breaks and lunch may not be at times you prefer?	_____	_____
Are you willing to receive feedback daily from supervisors, co-workers, management, police, and fire staff?	_____	_____
Are you comfortable having all of your 911 and non-emergency calls recorded and available for court cases, media release, and the public?	_____	_____

OCCUPATIONAL COMPETENCY

	YES	NO
Are you willing to spend the first 18 months of your employment in a probationary status, during which you will spend most of your time undergoing on-the-job training? During this time you will receive daily critique, mentoring and evaluations.	_____	_____

Are you willing to learn all aspects of a fast paced, multi-tasking job where you will be required to speak with emotionally distraught individuals while simultaneously typing and relaying information to dispatchers and responders?

Are you willing to read, study, and apply several hundred pages of several different manuals, listen to lectures and take written tests on a regular basis during training and throughout your career?

This profession requires you to retain information as it is being received over the telephone or radio, while simultaneously understanding what you hear and responding immediately. Is this something that you can do?

JOB STRESSORS

YES NO

Are you willing to take direction from your supervisor and coaches/trainers in front of other employees?

Are you able to deal with crisis calls, such as when a child has died or a police/fire responder are injured, yet set it aside and continue to calmly deal with an irate citizen complaining of a minor parking matter, all within a five minute time frame?

Are you willing to be behind the scenes and not receive recognition for the work that you do?

Are you able to deal calmly with angry people when their problems are not your fault and assist them in finding a solution to their problems?

Do you understand that if you deal with a call incorrectly, it could contribute to someone's injury or loss of property and incur liability both for yourself and the City?

If you smoke, can you go for extended periods of time (sometimes five or more hours) without a smoke break?

If you have children, will you be able to establish a contingency plan for childcare if you are called in to work early or are required to stay late, sometimes for an additional four to six hours?

If you answered “no” to any of these questions, you are not necessarily a poor candidate for the 9-1-1 Calltaker & Dispatcher position, however, you may want to consider if applying for this position will be the right move for you.

On the more positive side, a career in 9-1-1 offers some tremendous personal rewards, some of which are tangible such as:

- Excellent pay
- Job security
- Health insurance and life insurance benefits
- Paid vacation
- Paid sick time
- Excellent training

Some of the benefits are not as tangible, but just as real:

- Satisfaction that you provide a vital service to the public
- Awareness that citizens rely on you as the first “First Responder” to their calls for help
- Pride in knowing that you have the privilege of being involved in the most profound events of everyday citizens lives, from the birth of a child to the loss of a family member
- Knowing that everything you do in this career impacts someone’s life
- Working with a well trained, competent, professional staff who has a passion for this career
- Being in a career that provides growth opportunity
- Being in a career where every day there is something new and different to learn from
- Getting to work with some of the newest technology