

# Willingness Questionnaire for 911 Telecommunicator

The 911 Telecommunicators profession can be a very rewarding job experience. You are able to make a difference in someone's life and form special bonds that will last for years to come. We do need to make applicants aware that it is an unusual job career that does not fit the normal nine-five work place profile. Please read the following statements concerning the 911 Telecommunications position for which you are applying and please check yes or no beside each and initial acknowledging that you agree and understand each concern.

I am willing to work irregular shift schedule during my training period and understand that I may be on days one week and nights the next week.

Yes No \_\_\_\_\_ Initial

I am willing to work weekends and holidays.

Yes No \_\_\_\_\_ Initial

I am willing to rotate to any of the shifts as needed to cover any shortages or as my supervisor deems necessary.

Yes No \_\_\_\_\_ Initial

I am willing to accept last minute changes in my work schedule that may require me to cancel personal plans in order to cover a short shift or as my supervisor deems necessary.

Yes No \_\_\_\_\_ Initial

I am willing to stay for days at a time in the event of a major incident such as a hurricane and understand that if I accept the position, it will be mandatory that I do stay and may require me to be separated from my family during this period

Yes No \_\_\_\_\_ Initial

I am willing to be subjected to abusive and profane language on the phone and deal with it unemotionally and professionally.

Yes No \_\_\_\_\_ Initial

I am willing to take direction from a supervisor in front of my peers.

Yes No \_\_\_\_\_ Initial

I understand that I work in an unusual atmosphere with paid breaks and that there will be times when I may have to forgo lunch, coffee and smoke breaks due to understanding or shift activity.

Yes No \_\_\_\_\_ Initial

I am willing to be at a console that restricts my movements to a 6ft radius

Yes No \_\_\_\_\_ Initial

I am willing to learn all functions of the job including but not limited to changing printer cartridges, filing, faxing, data entry, changing paper in various printers, cleaning, keeping log books accurate, as well as any other functions that may be required to complete the job at hand.

Yes No \_\_\_\_\_ Initial

I am willing to read and study several hundred pages of manuals, complete homework assignments, fill in study guides and take written tests during my training.

Yes No \_\_\_\_\_ Initial

I am willing to attend any training or classes away from home and understand that I may have to stay overnight and up to a week for those training classes.

Yes No \_\_\_\_\_ Initial

I understand that if I process a call incorrectly, it could contribute to someone's property being lost or damages, someone being seriously injured or dying.

Yes No \_\_\_\_\_ Initial

I am willing to be closely supervised and questioned routinely about why I followed a certain course of action without taking it personally

Yes No \_\_\_\_\_ Initial

I understand that this job requires that I copy information as it is being received, simultaneously digest what I have heard and respond immediately and that this is a crucial part of this job position. (Multi-Tasking)

Yes No \_\_\_\_\_ Initial

I understand that I must deal calmly and professionally with angry people even if the problem is not my fault

Yes No \_\_\_\_\_ Initial

I understand that I will have to handle a wide range of complaints and calls including but not limited to: a barking dog, a child dying, and officer injured in the line of duty, sexual assaults, irate citizens, etc and deal with them calmly and professionally.

Yes    No    \_\_\_\_\_ Initial

Signature\_\_\_\_\_

Date\_\_\_\_\_

**If you answered NO to any of the above questions, please reconsider applying for this position.**