

**GARFIELD COUNTY EMERGENCY COMMUNICATIONS
AUTHORITY**



EMPLOYMENT APPLICATION

Attn: Director
585 East 1st Street
Rifle, CO 81650
(970) 625-8095
(970) 625-8279 (Fax)

AN EQUAL OPPORTUNITY EMPLOYER

Garfield County Emergency Communications Authority provides all applicants with an equal opportunity to compete for openings. All selection decisions are based on job related factors without regard to an applicant's race, religion, national origin, color, sex, age or disability

INSTRUCTIONS

Each question should be fully and accurately answered. *No action can be taken on this application until all questions have been answered.* Use blank paper if you do not have enough room on this application. *Please print.* Except for signature on back of application.

--Information on this application will be verified--

Position Applied for:	Today's date:
Type of Employment sought: <input type="checkbox"/> Full Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary	Date available:

PERSONAL DATA

Last Name:	First Name:	Middle:	Home Phone:
Complete Street Address:	E-Mail:	Other Phone:	
City:	State:	Zip:	
Are you over 18 years of age? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you a citizen of the United States or do you have a valid work permit? <input type="checkbox"/> Yes <input type="checkbox"/> No		

(Proof of citizenship or immigration status will be required upon employment)

Do you have relatives working here? Yes No

(Relatives are: spouse, domestic partner, child, grandchild, parent, grandparent, sibling, mother or father-in-law, son or daughter-in-law, parent or child or sibling of domestic partner, stepparent, stepchild, or comparable legal step relationships, uncle, aunt, niece, or nephew)

If So, Name(s), Relationship(s), and Work Area:

RECRUITMENT INFORMATION

How did you first learn of this position?

- Direct contact
- GCECA Employee (Name)_____
- Advertisement
- Other_____

MILITARY

Branch of Service:	Rank/Rate at Discharge:
Active Duty Service Dates: From:	To:

Describe your service duties and any special training:

GENERAL

Have you ever applied here before? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Date(s)
Have you ever been employed here before? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Date(s)

Have you been convicted of a felony?
 Yes No

If Yes, describe in full:

NOTE: A Felony conviction will bar you from employment

EDUCATION AND TRAINING

Highest grade completed: _____ Graduate? <input type="checkbox"/> Yes <input type="checkbox"/> No	GED certificate number: _____ Issued by/Phone No.: _____
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Name, Address (including City & State) and Phone No. of School, College or University	Dates Attended From:	Dates Attended To:	Major / Course of Study	Graduate/Degree?	Date Completed:

Other schools or training (trade, vocational, armed forces, or business). Give name and location of each school, dates attended, subjects studied, certificates, and any other pertinent data.

Was education or training received under another name? Yes No

If yes, provide other name(s) and dates used:

SKILLS

If you are an experienced operator of any business machines or equipment, including computer hardware/software, list *(include skill level and year last used)*

Do you keyboard?

Yes No

Words per minute: _____

Do you have any other skills you wish to mention? *Include date acquired, skill level and year last used:*

Special language skills - *Include skill level and whether reading, speaking, or writing:*

WORK HISTORY

INSTRUCTIONS: The Work History must be accurate and complete **or your application will be subject to rejection.** List your entire work history in order starting with your present or last job. Account for all periods of time including military service and any periods of unemployment. List each promotion as a separate job. Be thorough and specific in explaining your duties. Contact may be made with the employers listed below to discuss details of your previous employment(s) unless you specifically state that no such contact should be made.

Present or last employer		Employment Dates (Month/Year)	
		From:	To:
Complete address, include City and State		<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time	
Your Title	Supervisory <input type="checkbox"/> Yes <input type="checkbox"/> No	Number Supervised	Salary
Duties			

Reason for Leaving		Name of Supervisor	Telephone Number

Previous employer		Employment Dates (Month/Year)	
		From:	To:
Complete address, include City and State		<input type="checkbox"/> Full Time <input type="checkbox"/> Part Time	
Your Title	Supervisory <input type="checkbox"/> Yes <input type="checkbox"/> No	Number Supervised	Salary
Duties			

Reason for Leaving		Name of Supervisor	Telephone Number

Previous employer		Employment Dates (Month/Year)	
Complete address, include City and State		From:	To:
		<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time
Your Title	Supervisory <input type="checkbox"/> Yes <input type="checkbox"/> No	Number Supervised	Salary
Duties			

Reason for Leaving		Name of Supervisor	Telephone Number

Previous employer		Employment Dates (Month/Year)	
Complete address, include City and State		From:	To:
		<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time
Your Title	Supervisory <input type="checkbox"/> Yes <input type="checkbox"/> No	Number Supervised	Salary
Duties			

Reason for Leaving		Name of Supervisor	Telephone Number

REFERENCES

Give names and addresses of three persons who are well acquainted with you and have knowledge of your qualifications for the position of which you are applying. *(Do not list relatives or repeat the names of supervised listed under work History.)*

Full Name	Complete address (Include City and State)	Telephone Number	Occupation

Is any additional information relative to change of name, use of assumed name, nickname, or maiden name necessary to enable us to check your work and/or academic record?

Yes No

If yes, explain _____

Were you ever discharged or asked to resign from any position? Yes No

If yes, explain _____

CERTIFICATION AND INFORMATION RELEASE

I hereby certify that all questions are fully and correctly answered, and I authorize Garfield County Emergency Communications Authority to contact my former employers, references furnished, and all other sources Garfield County Emergency Communications Authority sees fit, and to conduct a criminal history check, in order to verify the facts and information furnished with regard to my qualifications for the position sought. I hereby release any such employer or person from any and all liability of whatsoever nature on account of furnishing such information. I understand that if I make any misleading or incorrect statements on this application it may be rejected and, if I am employed, such statements would be cause for termination.

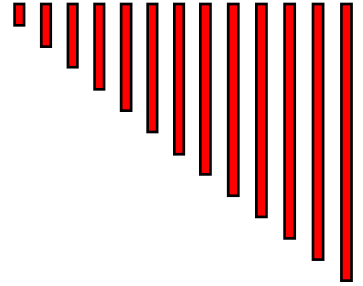
I agree to undergo a job related post-offer examination, including a drug-screening test and/or polygraph examination if required by the job. I understand that if hired, I may be subject to periodic physical examinations.

Signature: _____ Date: _____



Garfield County Emergency Communications Authority

970-625-8280
mail@GarCo911.us
585 East First Street
Rifle, Colorado
81650-2487



**DISCLOSURE TO EMPLOYMENT APPLICANT REGARDING
PROCUREMENT OF AN INVESTIGATIVE CONSUMER REPORT**

In connection with your application for employment, please be advised that we may conduct a reference check. This reference check, also known as an investigative consumer report, may include information as to your character, general reputation, personal characteristics, criminal history and mode of living. This information may be obtained by contacting your previous employers and/or references supplied by you or others.

The Fair Credit Reporting Act gives you specific rights in dealing with consumer reporting agencies. You will be given a summary of these rights together with this document.

By your signature below, you acknowledge receipt of the Discloser to Employment Applicant Regarding Procurement of an investigative Consumer Report and hereby authorize us to obtain a consumer report and/or an investigative report about you in order to consider you for employment.

**(THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR
APPLICATION, FOR YOUR APPLICATION TO BE CONSIDERED)**

Applicant's Name: _____

Applicant's Address: _____

City/State/Zip: _____

Social Security Number: _____

Date of Birth: _____

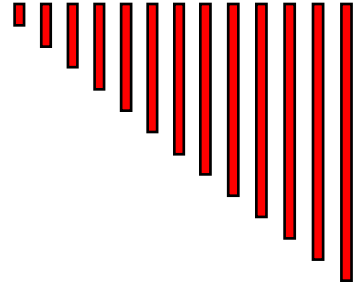
Signature: _____





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Please be advised that you have the right to request, in writing, within a reasonable time, that we make a complete and accurate disclosure of the nature and scope of the information requested. Such disclosure will be made to you within 5 days of the date which we receive the request from you or within 5 days of the time the report was first requested, whichever is later.

The Fair Credit Reporting Act gives you specific rights in dealing with consumer reporting agencies. You will be given a summary of these rights together with this document.

PLEASE KEEP THIS FOR YOUR RECORDS



A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) is designed to promote accuracy, fairness, and privacy of information in the files of every "consumer reporting agency" (CRA). Most CRAs are credit bureaus that gather and sell information about you -- such as if you pay your bills on time or have filed bankruptcy -- to creditors, employers, landlords, and other businesses. You can find the complete text of the FCRA, 15 U.S.C. 1681-1681u, at the Federal Trade Commission's web site (<http://www.ftc.gov>). The FCRA gives you specific rights, as outlined below. You may have additional rights under state law. You may contact a state or local consumer protection agency or a state attorney general to learn those rights.

•You must be told if information in your file has been used against you. Anyone who uses information from a CRA to take action against you -- such as denying an application for credit, insurance, or employment -- must tell you, and give you the name, address, and phone number of the CRA that provided the consumer report.

•You can find out what is in your file. At your request, a CRA must give you the information in your file, and a list of everyone who has requested it recently. There is no charge for the report if a person has taken action against you because of information supplied by the CRA, if you request the report within 60 days of receiving notice of action. You also are entitled to one free report every twelve months upon request if you certify that (1) you are unemployed and plan to seek employment within 60 days, (2) you are on welfare, or (3) your report is inaccurate due to fraud. Otherwise, a CRA may charge you up to eight dollars.

•You can dispute inaccurate information with the CRA. If you tell a CRA that your file contains inaccurate information, the CRA must investigate the items (usually within 30 days) by presenting to its information source all relevant evidence you submit, unless your dispute is frivolous. The source must review your evidence and report its findings to the CRA. (The source also must advise national CRAs -- to which it has provided the data-- of any error.) The CRA must give you a written report of the investigation, and a copy of your report if the investigation results in any change. If the CRA's investigation does not resolve the dispute, you may add a brief statement to your file. The CRA must normally include a summary of your statement in future reports. If an item is deleted or a dispute statement is filed, you may ask that anyone who has recently received your report be notified of the change.

•Inaccurate information must be corrected or deleted. A CRA must remove or correct inaccurate or unverified information from its files, usually within 30 days after you dispute it. **However, the CRA is not required to remove accurate data from your file unless it is outdated (as described below) or cannot be verified.** If your dispute results in any change to your report, the CRA cannot reinsert into your file a disputed item unless the information source verifies its accuracy and completeness. In addition, the CRA must give you a written notice telling you it has reinserted the item. The notice must include the name, address and phone number of the information source.

•You can dispute inaccurate items with the source of the information. If you tell anyone -- such as a creditor who reports to a CRA -- that you dispute an item, they may not then report the information to a CRA without including a notice of your dispute. In

addition, once you've notified the source of the error in writing, it may not continue to report the information if it is, in fact, an error.

•Outdated information may not be reported. In most cases, a CRA may not report negative information that is more than seven years old; ten years for bankruptcies.

•Access to your file is limited. A CRA may provide information about you only to people with a need recognized by the FCRA -- usually to consider an application with a creditor, insurer, employer, landlord, or other business.

•Your consent is required for reports that are provided to employers, or reports that contain medical information. A CRA may not give out information about you to your employer, or prospective employer, without your written consent. A CRA may not report medical information about you to creditors, insurers, or employers without your permission.

•You may choose to exclude your name from CRA lists for unsolicited credit and insurance offers. Creditors and insurers may use file information as the basis for sending you unsolicited offers of credit or insurance. Such offers must include a toll-free phone number for you to call if you want your name and address removed from future lists. If you call, you must be kept off the lists for two years. If you request, complete, and return the CRA form provided for this purpose, you must be taken off the lists indefinitely.

•You may seek damages from violators. If a CRA, a user or (in some cases) a provider of CRA data, violates the FCRA, you may sue them in state or federal court.

The FCRA gives several different federal agencies authority to enforce the FCRA:	
For Questions or Concerns Regarding:	Please Contact:
CRAs, creditors and others not listed below	Federal Trade Commission Consumer Response Center - FCRA Washington, DC 20580 202-326-3761
National banks, federal branches/agencies of foreign banks (word "National" or initials "N.A." appear in or after bank's name)	Office of the Controller of the Currency/Compliance Management Mail Stop 6-6 Washington, DC 20219 800-613-6743
Federal Reserve System member banks (except national banks, and federal branches/agencies of foreign banks)	Federal Reserve Board Consumer and Community Affairs Washington, DC 20551 202-452-3693
Savings associations and federally chartered savings banks (word "Federal" or initials "F.S.B." appear in federal institution's name)	Office of Thrift Supervision Consumer Programs Washington, DC 20552 800-842-6929
Federal credit unions (words "Federal Credit Union" appear in institution's name)	National Credit Union Admin. 1775 Duke Street Alexandria, VA 22314 703-518-6360
State-chartered banks that are not members of the Federal Reserve System	Federal Deposit Insurance Corp. Division of Compliance & Consumer Affairs Washington, DC 20429 800-934-FDIC
Air, surface, or rail common carriers regulated by former Civil Aeronautics Board of Interstate Commerce Commission	Department of Transportation Office of Financial Management Washington, DC 20590 202-366-1306
Activities subject to the Packers and Stockyards Act, 1921	Department of Agriculture Office of Deputy Administrator GIPSA Washington, DC 20250 202-720-7051

Job Description

TELECOMMUNICATOR

Garfield County Emergency Communications Authority

General Statement of Essential Job Tasks:

The Telecommunicator's primary responsibility is to answer emergency and non-emergency voice & TTY calls for service and simultaneously enter the information into the computer using a computer style keyboard and computer aided dispatch system. Based on the information secured, the Telecommunicator determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For emergency calls requiring law enforcement, fire or emergency medical response, the Telecommunicator dispatches, via a radio console, the appropriate response units to the scene according to priority and availability of field units. The Telecommunicator is additionally responsible for retrieving and accurately relaying to requesting law enforcement field units, information contained in the State (Colorado) and National (NCIC) computer systems and for entering and maintaining law enforcement data in the appropriate computer system(s).

Supervision Received:

This position reports to a Communications Supervisor.

General Description of Essential Job Tasks:

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.

Answers 9-1-1 voice and TTY telephone calls received from the public. Questions callers to determine the nature and location of the problem; extracts and records essential information and gives proper advice and/or information to callers, including specific pre-arrival emergency medical instructions when appropriate. Calls back disconnects to determine nature and location of problem, enters information as appropriate.

Dispatches, via a radio console, emergency and other calls requiring law enforcement, fire and/or emergency medical response, according to priority and availability of field units. Coordinates the response of back-up units and/or mutual aid as required. Maintains strict radio discipline at all times. Complies with FCC regulations and Center policies/procedures in the transmission of all radio traffic.

Maintains proper records of all response units dispatched (*assigned and unit self-initiated*). Monitors dispatched units activities and receives and transmits to field units updated information as it is received.

Retrieves and accurately relays to requesting law enforcement field units, information contained in the State (Colorado) and National (NCIC) computer systems (*e.g., information regarding motor vehicles, driver's licenses, wants & warrants, stolen property, guns, etc.*). Enters and maintains law enforcement data in the system(s) as appropriate.

Notifies public works or utility service agencies to respond to emergency repair service calls received from the public or response unit personnel such as broken water mains, down power lines, street lights out, etc.

Answers non-emergency calls and provides routine non-technical information upon request and refers all other questions to the proper person or agency.

Job Description

Essential Knowledge, Skills & Abilities:

Communications: Must have the ability to actively listen to others for understanding of their needs & situations; ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person. Must be able to assertively control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient. Must be able to read and understand written correspondence, memoranda and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar & structure.

Decision Making: Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objectivity in the decision-making process; the ability to effectively prioritize situations and information and make appropriate decisions based on information received. Must have the ability to learn and apply new information; the ability to handle a variety of rapidly flowing information at once; the ability to remember numerous details.

Interpersonal Relationships: Must be consistent in dealing with people; must be able to detach from callers' emotions, yet project an image of empathy (*i.e., avoid personal involvement*). Must have the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations. Must have the ability and willingness to accept criticism and/or discipline; the ability and willingness to accept responsibility for actions. Must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers (*i.e., teamworker abilities*). Must be able to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Professional Attitude: Must have the ability to act in a mature, dependable fashion; ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all radio, telephone and personal contact. Must have the willingness & ability to respect private, confidential information; the willingness & ability to support and carry-out directives.

Quality of Work: Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress. Must have the ability to adjust to new or unique situations; the ability to allocate own time efficiently and show initiative in completing work assignments.

Physical Abilities: Must have the ability to hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver. Have the ability to hear and understand other outside sound sources while wearing a communications headset (*i.e., the ability to hear sound sources not coming through the headset; ability to hear through both ears*). Must have the ability to speak and write English clearly. Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps. Must have the ability to type accurately on a computer keyboard while conversing with callers. Must have the ability to record names and numbers accurately (*i.e., not transpose numbers and/or letters*). Must have the ability to coordinate the movements of two or more limbs together for purposes of operating radio/telephone equipment simultaneously; the ability to remain seated at the same work station for extended periods of time.

Job Description

Essential Knowledge, Skills & Abilities, continued

Technical Knowledge: Must acquire a working knowledge of public safety communications equipment, practices and procedures during the introductory period, including but not limited to:

- Knowledge of functions & operation of computer aided dispatch (CAD) system.
- Knowledge of functions & operation of manual call-recording and dispatch system.
- Knowledge of functions & operation of telephone console, radio console, TTY, teletype and other standard communications and/or office equipment.
- Knowledge of proper use of ALI/ANI displays/information.
- Knowledge of basic telephone & radio techniques/procedures for handling incoming emergency calls and dispatching response units.
- Knowledge of proper use of emergency medical pre-arrival protocol system.
- Knowledge of basic law enforcement complaint/dispatching terminology & codes.
- Knowledge of basic fire/EMS complaint/dispatching terminology, codes & equipment/apparatus types & purpose.
- Knowledge of proper responding agencies for various types of calls.
- Knowledge of proper procedures for hazardous materials & hazardous situation calls.
- Knowledge of legal liability issues common to emergency call taking, public safety dispatching & records keeping.
- Knowledge of proper use of State (Colorado) and NCIC computer systems & functions.
- Knowledge of geographical area Center serves (*i.e. familiarity with street names/layout; landmarks, numbering scheme, rivers, lakes, freeways, etc.*).
- Knowledge of Center policies and procedures.
- Knowledge of available resource materials & their use in performing job duties (*e.g., manuals, directories, code books, etc.*).

- Must obtain & retain:
 - Current & valid APCO EMD certification
 - State (Colorado) Computer System and NCIC Computer System certification

Garfield County Emergency Communications Authority

Job Facts Sheet

PUBLIC SAFETY TELECOMMUNICATOR POSITION

A. BASIC INFORMATION

1) GENERAL STATEMENT OF ESSENTIAL JOB TASKS

The public safety telecommunicator's primary responsibility is to provide emergency and non-emergency communications response to individuals and entities requesting police, fire or emergency medical services. Through professional information gathering, the incumbent determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For calls requiring police/fire/EMS response, the incumbent dispatches the appropriate agency to the scene, maintaining proper logs and paperwork (computer and/or manual) of all units dispatched. The incumbent is additionally responsible for retrieving and accurately relaying to requesting field units, information contained in the local, state and national computer systems, and for entering and maintaining law enforcement data in the appropriate computer system(s).

2) SCHEDULING

The communications center is staffed 24 hours a day, 365 days a year. Incumbents work 12-hour shifts. Regular shift hours are 7:00 a.m. to 7:00 p.m., and 7:00 p.m. to 7:00 a.m. Because the communications center must be staffed at all times, mandatory overtime may be assigned.

The telecommunicator must not be late to work, since each position must be covered at all times. An employee who is late causes the outgoing person to work overtime to cover the position. Lates are subject to discipline.

Because the communications center must be staffed 365 days a year, the telecommunicator will be required to work a high percentage of weekends and/or holidays.

3) SUPERVISION

The telecommunicator is under the direct supervision of a communications supervisor. The telecommunicator must conduct duties in accordance with established policies, procedures, rules and regulations. The telecommunicator is also expected to exercise reasonable judgment and discretion on occasion in view of the special and unusual circumstances that can be present in this work.

4) TRAINING

Newly hired telecommunicators must successfully complete a comprehensive in-house training program composed of a four month on-the-job training program. Newly hired telecommunicators are on probation for six months. Comprehensive monitoring of on-the-job performance will be done during and after the probationary period. Failure to perform up to established performance standards during or after the probationary period, tardiness, unexplained absence, or other policy or rule violations will be grounds for disciplinary action, including discharge.

B. QUALIFICATIONS FOR APPOINTMENT

Candidates **meeting the minimum qualifications** for the position will be required to participate in a pre-employment hiring process designed to determine their compatibility with the essential and prerequisite skills and abilities required for successful performance in this position.

The pre-employment hiring process consists of:

- 1) Keyboarding test
 - 2) Position compatibility testing
 - 3) Pre-employment job interview
 - 4) Reference check and criminal history/background check
 - 5) Medical examination, drug screen and polygraph after a conditional offer of employment..
-

Garfield County Emergency Communications Authority

Qualifications for Appointment, continued

1) MINIMUM QUALIFICATIONS:
(Required to be eligible to participate in the hiring process)

EDUCATION:

High school diploma or general education degree (GED).

SPECIAL REQUIREMENTS:

Must have the ability and willingness to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Must have the ability to type at least 30 wpm on a computer keyboard.

2) ESSENTIAL and PREREQUISITE SKILLS and ABILITIES:
(Required to be eligible for appointment to the position)

Oral and Written Communications

Must have the ability to:

Understand the English language.

Orally communicate events and information in English professionally and precisely.

Read and understand written communications.

Report events and information in writing legibly and accurately using proper English grammar and structure.

Interpersonal Relationship Abilities/Personal Maturity

Must have the ability to:

Perform multiple tasks simultaneously (Do several things at one time and remain focused under stress).

Appropriately handle stressful situations and maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations.

Handle objectionable contacts with tact and diplomacy.

Detach from callers' emotions, yet project an image of empathy.

Accept criticism and/or discipline and responsibility for actions.

Demonstrate good team worker abilities.

Respect private, confidential information.

Maintain dependable work habits.

Judgment

Must have the ability to:

Learn and apply the operational functions, policies and procedures of the position.

Remember numerous details and accurately recall information.

Act in an objective, decisive manner, using good judgment.

Effectively prioritize situations and information and make appropriate decisions based on information received.

Physical Abilities

Must have the ability to:

Hear and understand sound sources coming through a communications headset or a radio or a telephone receiver; as well as the ability to hear and understand other outside sound sources not coming through the headset or receiver (*i.e., ability to hear through both ears*).

Speak English with sufficient clarity to be understood by others on the telephone, the radio or in person.

Read and discern visual images on a variety of media (*i.e., ability to "see" various written materials and various equipment displays/screens*), including the ability to distinguish between colors on a color-coded computer screen.

Write English legibly.

Record names and numbers accurately (*i.e., not transpose numbers and/or letters*).

Garfield County Emergency Communications Authority

Self-Screening Questionnaire **PUBLIC SAFETY TELECOMMUNICATOR POSITION**

The following requirements need to be understood by all candidates for this position. Please carefully consider your answer to each question. The Self-Screening Questionnaire is for your use in determining whether you are making the correct decision in applying for the job of Telecommunicator with the Garfield County Emergency Communications Authority. **You do not need to return the completed Questionnaire with your application.**

1. Are you willing and able to work a large percentage of weekends and holidays?
 Yes No
2. Are you willing and able to work any shift assigned? (i.e., day, evening or graveyard)?
 Yes No
3. Are you willing to accept last minute changes in your work schedule that might require you to cancel personal plans?
 Yes No
4. Are you willing and able to work emergency call-in overtime?
 Yes No
5. Are you willing to be subjected to occasional abusive and profane language over the phone?
 Yes No
6. Are you willing to take directions and corrections from a supervisor in front of your peers?
 Yes No
7. There may be times when you are required to forego breaks due to understaffing or shift activity. Are you willing to give up breaks, when necessary?
 Yes No
8. Are you willing and able to remain at the same workstation (seated or standing) for extended periods at a time?
 Yes No
9. Are you willing to read and study several hundred pages of manuals, complete assignments and take written tests during your training period?
 Yes No
10. Are you able to understand and accept that when you process a call incorrectly it could contribute to someone's property being lost or damaged, or someone being seriously injured or dying?
 Yes No
11. Are you willing to accept close supervision and daily critique of your work performance during the on-the-job training period?
 Yes No

Garfield County Emergency Communications Authority

12. Are you willing and able to deal calmly and respectfully with angry people when the problem is not your fault?
 Yes No
13. Are you willing and able to handle workloads that may change dramatically during the course of the shift (e.g., periods of high activity, followed by periods of low activity)?
 Yes No
14. If you smoke, are you willing to go without a cigarette for an entire shift if necessary, or smoke only as the call load allows?
 Yes No
15. Are you willing to work under constant electronic surveillance of all your telephone and radio messages?
 Yes No
16. Are you willing to accept that you typically will not know the final outcome of a call for service?
 Yes No

**IF YOU ANSWERED NO TO ANY OF THE ABOVE QUESTIONS,
PLEASE RECONSIDER APPLYING FOR THIS POSITION.**