

YAMHILL COMMUNICATIONS AGENCY

NOTICE TO APPLICANT: WE ARE AN EQUAL OPPORTUNITY EMPLOYER AND DO NOT DISCRIMINATE ON THE BASIS OF AN APPLICANT'S OR EMPLOYEE'S RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, CITIZENSHIP, AGE, PHYSICAL OR MENTAL DISABILITY OR ANY OTHER CHARACTERISTIC. **RESUMES ARE NOT ACCEPTED IN LIEU OF A COMPLETED YAMHILL COMMUNICATIONS APPLICATION.**

PERSONAL INFORMATION (PLEASE TYPE OR PRINT LEGIBLY)

NAME _____ SOCIAL SECURITY _____
ADDRESS/ INCLUDE MAILING ADDRESS _____
CITY _____ STATE _____ ZIP _____ PHONE _____

POSITION INFORMATION (PLEASE TYPE OR PRINT LEGIBLY)

POSITION APPLIED FOR _____
DEPARTMENT/GROUP _____
HAVE YOU EVER WORKED FOR THIS ORGANIZATION, IF SO WHAT DATES AND POSITION? _____
REASON FOR LEAVING _____

EDUCATION (PLEASE TYPE OR PRINT LEGIBLY)

SCHOOL/INSTITUTION	MAJOR OR AREA OF STUDY	CERTIFICATE OR DEGREE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

OFFICE USE ONLY

DATE RCVD _____ ACCEPTED BY _____ QUESTIONNAIRE _____
LETTER SENT _____ TEST DATE _____ TYPING WPM _____
COMMENTS _____

EMPLOYMENT HISTORY (PLEASE TYPE OR PRINT LEGIBLY) LIST CURRENT FIRST—When describing Job Duties, list skills learned/used applicable to job applied for—Attach additional pages as needed

CURRENT _____ TELEPHONE _____
ADDRESS _____
POSITION _____
FROM _____ TO _____ MAY WE CONTACT EMPLOYER _____
REASON FOR LEAVING THIS POSITION _____
JOB DUTIES _____

EMPLOYER _____ TELEPHONE _____
ADDRESS _____
POSITION _____
FROM _____ TO _____ MAY WE CONTACT EMPLOYER _____
REASON FOR LEAVING THIS POSITION _____
JOB DUTIES _____

EMPLOYER _____ TELEPHONE _____
ADDRESS _____
POSITION _____
FROM _____ TO _____ MAY WE CONTACT EMPLOYER _____
REASON FOR LEAVING THIS POSITION _____
JOB DUTIES _____

EMPLOYER _____ TELEPHONE _____
ADDRESS _____
POSITION _____
FROM _____ TO _____ MAY WE CONTACT EMPLOYER _____
REASON FOR LEAVING THIS POSITION _____
JOB DUTIES _____

REFERENCES (PLEASE PRINT)

NAME	RELATIONSHIP	TELEPHONE (day/evening)	YEARS
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

OTHER INFORMATION

DRIVERS LICENSE NUMBER _____ STATE _____ EXP DATE _____

NAME OF FRIENDS AND/OR RELATIVES EMPLOYED BY THIS ORGANIZATION _____

DATE AVAILABLE TO START: _____

TRAINING AND MILITARY HISTORY

PRESENT MILITARY STATUS _____

BRANCH OF SERVICE _____

LIST TRAINING RECEIVED THAT WOULD HELP YOU IN THE POSITION OF EMERGENCY COMMUNICATIONS

ACKNOWLEDGEMENT (PLEASE READ CAREFULLY)

I hereby certify that the information contained in this application form and in any attachments listed below (hereafter made a part of this application) is true and correct to the best of my knowledge and I agree to have any of the statements checked by the organization unless I have indicated to the contrary. I authorize the references listed above to provide the company any and all information concerning my previous employment and any pertinent information they may have. Further, I release all parties and persons from any and all liability for any damages that may result from furnishing such information to the company as well as from the use or disclosure of such information by the organization or any of its agents, employees or representatives. **I UNDERSTAND THAT ANY MISREPRESENTATION, FALSIFICATION OR MATERIAL OMIS-SION OF INFORMATION ON THIS APPLICATION MAY RESULT IN MY FAILURE TO RECEIVE A JOB OFFER, OR, IF I AM HIRED, IN MY DISMISSAL FROM EMPLOYMENT.**

ATTACHMENTS _____

APPLICANTS SIGNATURE _____ DATE _____

SUPPLEMENTAL QUESTIONNAIRE

A career in public safety communications requires extensive training and the ability to develop complex skills. A successful candidate should possess or have the ability to develop the following skills and abilities during training. Using a *separate sheet of paper*, list specific examples that describe your potential to develop and/or how you have demonstrated the following skills and characteristics either from a job, training/education or other life experience—

Answer each question individually and completely. Your answer sheet must accompany your application to be considered as a candidate for this position. Résumés may be added to the completed packet—but will not be accepted in place of the completed application form and questionnaire.

#1 To become a successful 9-1-1 call taker and public safety dispatcher, you must be able to respond rapidly and effectively to emergency situations while maintaining your emotional composure and your work must continue to be organized and accurate throughout periods of stress and high activity. Describe your skills and experience working under pressure using specific examples from a past employer or class as a reference: Include techniques that you used to prioritize multiple time critical tasks and ensured that detailed data is accurate in situations where you could only partially complete on task before beginning another.

#2 Operation of the complex multi-function telephone and radio console used at YCOM requires visual and auditory acuity to handle incoming calls while monitoring and handling radio traffic on multiple frequencies. In addition to being able to read and discern visual images on a variety of media such as color-coded computer screens, a successful candidate must have the ability to hear and understand sound sources in person and through a communications headset, radio speakers and/or standard telephone handset. Please list specific examples of your ability to accurately interpret and act on simultaneous verbal and visual cues from multiple sources.

#3 In a closed environment such as a dispatch center, there are frequent opportunities to demonstrate interpersonal skills associated with teamwork, interacting with co-workers, public relations and flexibility. Referencing a specific employer or other situation, list experiences that demonstrate your ability to promote positive work relationships using your communications skills. Include an example of a contribution that made your work team more effective through your actions.

#4 Part of working in a dispatch center includes working shifts that rotate every 3 months or when work load demands. Currently, YCOM employees work days (7am—3 pm), swing (3pm—11pm) and nights (11pm—7am). This includes working weekends, holidays, and overtime as needed. In addition, successful candidates must have the ability to remain seated at the same workstation for 8 to 15 hours at a time with minimal breaks. Describe your ability to meet the demands this type of work schedule places on you both physically and emotionally. Include specific examples from a past employer if available.

#5 A successful candidate must be able to manipulate a computer mouse, move around a keyboard and computer screen and be able to key in information rapidly and accurately. List your experience in computer keyboarding by referencing a specific employer or class. Include the number of words per minute (WPM) you can type accurately.

#6 The person selected to fill this position must be skilled at communicating with customers from diverse backgrounds and age groups. This could include people from different racial and ethnic background, seniors, small children and people with disabilities. Please describe how your experience and training have given you the ability to communicate effectively with members.

#7 Any career in public safety requires a basic understanding of the importance of confidentiality under a wide-range of circumstances. Knowing that refusal may cause conflicts, how will you handle the eventuality of a friend or family member asking questions about a police investigation or asking you to make a computer inquiry on their behalf?

Applications are available at the Employment Division, online at www.ycom911.org or at the McMinnville Police Department, 121 SW Adams St, McMinnville, OR 97128. Return completed applications to same address. For further information or to have an application mailed, please call Rita Baker at (503) 435-5681 or Janis Cameron at 503-435-5680

Updated (employment agreement.salary) 7/17/08