



**JeffCom 911
Communications Officer (911 Dispatcher)
Supplemental Questionnaire**

Name _____ **Date** _____

(Please Circle)

1. Do you have two (2) years of experience working with the public in a high-volume, customer service environment where you provided detailed information and assisted with solving problems such as working in the public sector, social services or military experience? **Yes No**

If No, your application will not be considered further.

If Yes, describe the details of your work experience that meet this requirement:

2. The work schedule for this position requires ongoing shift work. A dispatcher may work a variety of shift assignments on a 24-hour, 7 day/week basis, including work on weekends and holidays. Shift rotation occurs every three months. Are you willing to work this type of schedule on a continuous basis? **Yes No**

If No, your application will not be considered further.

3. This position requires the ability to work in a secure communications environment, sometimes under stressful and noisy conditions; and requires a normal range of vision including the ability to distinguish between colors; hearing and speaking; work involves sitting and using a dispatch console and keyboard for extended periods of time and the ability to lift up to 25 pounds on occasion. As far as you know, are you able to meet these requirements? **Yes No**

4. This position requires proficient and accurate keyboard skills of at least 35 wpm, **and your keyboard speed will be tested as part of this selection process.**

What is your current keyboard speed? _____ WPM

If you do not have keyboard skills of 35 wpm, you will not be invited to test and your application will not be considered further.

If you do not know your speed, you can verify your skills at an intermediate level through a testing facility such as community college or skills center, or an on-line testing source. In Washington, applicants may request testing through any Work Source center of Employment Security Department.

5. This position also requires basic proficiency with personal computer and Windows based applications. Please outline your experience with these applications and your skill level below:

Type of Software	Documents produced/maintained	Level of proficiency
Database software such as ACCESS or customized system:		
Spreadsheet programs such as Excel or other:		
Word processing such as MS Word or WordPerfect:		

6. If you become a finalist for this position, you must pass a background investigation including psychological and pre-employment drug screen prior to hire. Are you willing to submit to these screenings? **Yes No**

Failure to pass the background check due to past drug use, petty theft, sexual misconduct or lying in the selection process (as examples), is the top reason that individuals are not hired in this position. Please carefully review the disqualifiers for working in at JeffCom 911 on the website before you answer the following question.

Please initial here that you have read the disqualifiers: _____

As far as you know, would you be able to pass these screenings? **Yes No**

7. Included with this application packet is an information sheet on the “training and working conditions” for this position. Please initial here that you have read this information: _____

I certify that the information provided in this supplemental questionnaire accurately represents my work experience, knowledge and skills.

Signature: _____ ***Date :*** _____