

911 Dispatcher Self-Screening Questionnaire

Choosing a career as a 911 Dispatcher may be one of the best decisions you will make. The position offers many challenges and rewards along with the opportunity to affect a positive impact on the lives of the citizens we serve.

However, this job is not for everyone. There are several inherent realities of the position that you should understand if you are seriously considering 911 Dispatching as a career option.

The attached self-assessment survey is provided to help you determine whether a career in 911 Dispatching is right for you. Consider the following statements carefully and be honest with yourself.

And please...This is a tool for your personal benefit only. Please do *not* send the results of your survey to us at Decatur-Grady 911.

Each of the following statements describes an important quality, characteristic or consideration required of a 911 Dispatcher. Review each one as it relates to you and make a check in either the Yes or No box to the right. If you answer “**No**” to even one of them, you may want to reconsider becoming a 911 Dispatcher as a career path.

	Yes	No
I would enjoy working in an environment that helps people in crisis situations.		
I would enjoy working in an environment that requires managing sustained periods of moderate to high levels of stress.		
I would enjoy working in an environment that involves interaction with a diverse mix of cultures, nationalities, and languages.		
I am willing and able to work on weekends and holidays as scheduled.		
I am willing and able to accommodate a rotating shift schedule that includes working days, afternoons and nights.		
I am willing and able to work shifts that are 12 consecutive hours in length.		
I am willing to have my meal and rest breaks interrupted or postponed if required.		
I am willing and able to deal professionally and non-judgmentally with abusive callers using profane language over the telephone.		
I am willing to adhere to established protocols, procedures, rules and regulations.		
I will be able to report to work on time, in any kind of weather condition.		
I am willing and able to sustain long periods of time restricted to my workstation.		
	Yes	No
I am accountable for my own actions.		
I conduct myself with integrity.		
I can exercise common sense.		
I can be assertive and direct when required.		
I can remain calm and focused in pressure situations.		
I can work effectively in a team environment.		
I can exercise sound judgment in an emergency situation.		
I am familiar with the geography of Decatur and Grady Counties.		
I am available to attend mandatory training.		
During training in the Communications Center, I am able to work with an assigned trainer until I am released to work on my own.		

We hope that this short personal survey has helped you determine whether or not 911 Dispatching is a good fit for you. If you feel it is, please proceed to Stage 3.

*Remember, this document is for you to retain. **Don't send it back to Decatur-Grady 911.***