

Public Safety Communications Operator Applicant Job Requirement Questionnaire

A Public Safety Communications Operator (PSCO) must perform a variety of tasks and deal with issues that are not compatible to all people. In the past, many people have accepted the job of PSCO without fully realizing the requirements of the job. Below is a list of things that a PSCO must be willing to do, and will be required to do as necessary. CAREFULLY consider whether YOU are prepared to do ALL of these things.

Click on the square in the "YES" column if you are willing to do it or in the "NO" column if you are unwilling to perform that particular requirement.

YES	NO	
<input type="checkbox"/>	<input type="checkbox"/>	I understand I may be assigned to work any shift, including nights, weekends, and holidays
<input type="checkbox"/>	<input type="checkbox"/>	I understand I may be assigned to the night shift for several years before eligibility for the day shift
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be working all holidays, unless they fall on my regular days off
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be issued uniforms to wear daily
<input type="checkbox"/>	<input type="checkbox"/>	I understand it is imperative that I report to work on time to relieve the previous shift.
<input type="checkbox"/>	<input type="checkbox"/>	I have access to reliable transportation
<input type="checkbox"/>	<input type="checkbox"/>	I understand that, when emergency situations occur, I may work for long periods of time without breaks
<input type="checkbox"/>	<input type="checkbox"/>	I understand that, when emergency situations occur, I may have to stay beyond the end of my shift
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I may have to work overtime to cover staffing shortages
<input type="checkbox"/>	<input type="checkbox"/>	I understand that during an emergency, I may have to work on my days off, or work hours that are different from my normal shift
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I will be required to report to work during catastrophic events such as hurricanes
<input type="checkbox"/>	<input type="checkbox"/>	I understand that the PSCO training program is intensive and may last over a year
<input type="checkbox"/>	<input type="checkbox"/>	I understand that, as a PSCO call-taker, it is my responsibility to assist – and to calm when necessary: <ul style="list-style-type: none"> • Callers who are intoxicated and who use abusive and offensive language • Callers whose primary language is not English or who are young children • Callers who are upset, hysterical, suicidal, concerned, stressed, angry, or afraid
<input type="checkbox"/>	<input type="checkbox"/>	I understand it is my responsibility to ask questions of callers to determine what is needed to assist them
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I will be required to help resolve conflicts that may involve the deaths of individuals, including children
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be working in a fast-paced, stressful environment
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be required to monitor up to five computer monitors for long periods of time
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be required to operate a multi-line telephone system
<input type="checkbox"/>	<input type="checkbox"/>	I understand I will be required to communicate over a public safety radio and that my transmissions will be monitored and reviewed and could be utilized in criminal trials
<input type="checkbox"/>	<input type="checkbox"/>	I understand it will be imperative for me to maintain confidentiality of Department records and sensitive situations that I encounter during my workday
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I must conduct myself ethically and morally on and off duty
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I may be subpoenaed to testify in court as to situations encountered during my workday
<input type="checkbox"/>	<input type="checkbox"/>	I understand that the decisions I make on duty affect the lives and the property of others
<input type="checkbox"/>	<input type="checkbox"/>	I understand that shift work and overtime will have an effect upon my personal life
<input type="checkbox"/>	<input type="checkbox"/>	I understand that I will need to schedule other responsibilities, such as college classes or a second job, around my work schedule
<input type="checkbox"/>	<input type="checkbox"/>	I understand that the starting rate of pay for a PSCO is \$ <u>14.67</u> per hour
<input type="checkbox"/>	<input type="checkbox"/>	I understand that it might take from 30 to 90 days to complete the steps in the hiring process
<input type="checkbox"/>	<input type="checkbox"/>	I understand that PSCOs are hired in groups for purposes of the training

IF YOU ANSWERED "No" TO ANY OF THESE QUESTIONS, YOU SHOULD NOT APPLY FOR THE POSITION OF PUBLIC SAFETY COMMUNICATIONS OPERATOR. You cannot be considered for a PSCO position unless you are willing to perform/accept ALL of the above listed items.

Signature: _____ Date: _____

CONSOLIDATED DISPATCH AGENCY
PSCO Personal Information Questionnaire

A. Name:

Address:

Phone:

Email:

Social Security Number:

Date of Birth:

B. Yes No Have you ever had your name changed? If yes:

Previous Name(s):

Date and location of change:

Reason for change:

C. Yes No Have you ever previously applied to the Consolidated Dispatch Agency?

If yes, which position

Date (Month/Year)

D. How did you hear about this position?

Depending upon when they were last used and the circumstances surrounding the event, the use of illegal drugs will not necessarily remove you from the application process. **However, failing to disclose the use will automatically preclude your employment with the CDA.**

YES	NO
------------	-----------

QUESTIONS

1. Have you read and/or received the [CDA PSCO Application Hiring Process overview document](#)?
2. Have you ever at any time in your life purchased or sold illegal drugs?
3. Have you ever at any time in your life used, possessed, or experimented with other people's prescription drugs or shared prescription drugs?
4. Have you ever at any time in your life used, possessed or experimented with marijuana, hashish, speed, cocaine, ecstasy, heroin, LSD, steroids, GHB, Meth, etc.?
5. If you have prior law enforcement experience, did you have any disciplinary action(s)?
6. Have you ever at any time in your life been denied law enforcement certification or had your certification revoked for cause?
7. Have you ever served in the military?
8. If YES on #7, did you receive an "honorable" discharge?
9. Have you ever had a record sealed or expunged? If so, provide the date in the detail section below.

NOTE: If you answered "YES" to questions 2-6 or 9 above or if you have any concerns about whether or not you qualify for a position with the CDA, provide an explanation (including dates, if applicable) below.

Question. No.	Explanation/Detail
----------------------	---------------------------

—	—
—	—
—	—
—	—