



Work Conditions Emergency Communications 9-1-1 Calltaker/Radio Operator

I hereby certify that I am willing and able to work under all the conditions listed below. I understand that being unwilling to meet any one of these conditions may be grounds for not hiring me or for terminating my employment once I begin work.	
Signature	Date
Print Name:	

The following is an explanation of the working conditions required for Emergency Communications Calltaker/Radio Operator. You must be willing to accept each and every working condition in order to be employed with the Emergency Communications, 9-1-1 Division. Please complete this form including the signature space provided. The form will be collected from you during the interview process.

The Emergency Communications Center operates 24 hours a day, every day of the year. The continual operation of the center requires personnel to work various shifts, weekends and holidays. Emergency Communications personnel must be willing and able to work **all** shifts.

Calltaker shifts include five 8-hour days per week (i.e. 6:00 a.m.- 2:00 p.m., 10:00 a.m.-6:00 p.m., 2:00 p.m.-10:00 p.m., 6:00 p.m.-02:00 a.m., 10:00 p.m.-06:00 a.m.) Calltakers are routinely assigned to shifts according to staffing needs.

Radio operators work a combination of 12 hour and 8 hours days. A standard Radio Operator schedule for a week:

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
12 hours	8 hours	OFF	12 hours	8 hours	OFF	OFF

"Day 1" is not designated as Monday; it could be any day of the week. Schedules are subject to change at the discretion of department management. 12 hours days are either 6:00 a.m.-6:00 p.m. or 6:00 p.m.-6:00 a.m. 8 hours days have various start times to meet staffing needs.

- * Are you willing and able to work all available shift? **Yes** **No**
- * Are you willing and able to work nights? **Yes** **No**
- * Are you willing and able to work holidays? **Yes** **No**

Shifts are selected on a seniority basis. Shifts are determined by a bid process and rotations occur every 4 months. During the bid process, personnel select a specific shift schedule with pre-designated days off. As a result of this process, some personnel will have Saturday or Sunday off, some will not have either Saturday or Sunday off and a very few Operators will have both Saturday and Sunday off. An Operator can expect it to be 2 to 3 years before they have an opportunity to have a weekend (Saturday or Sunday) day off and 5 to 6 years before they have sufficient seniority to select both the shift and days off they prefer.

***Are you willing and able to work weekends on a regular, continual basis?**

Yes No

Because the Center must be adequately staffed at all times, overtime will be required to provide coverage while other Operators are away from work due to sick leave, vacation, etc. This overtime is mandatory and could be required with little or no prior notice.

*** Are you willing and able to work overtime? Yes No**

*** Are you willing and able to work overtime with little or no prior knowledge? Yes No**

Shift work and mandatory overtime could make it very difficult for an Operator to be engaged in outside employment (i.e. have a second job) or attend school.

*** Are you willing and able to accept the restrictions to outside employment or school that may be occur by working as an Emergency Communications Calltaker/Radio Operator? Yes No**

Emergency Communications personnel on occasions are required to work on their day off, stay over after their shift, come in before their shift or work an adjusted shift because of emergency situations and/or staffing needs.

***Are you willing and able to work under these conditions, sometimes with little or no prior notice? Yes No**

The Emergency Communications Center is located in the basement of the County Annex Building. There is no natural lighting available (i.e., no windows). The lighting of the room is maintained at a very low level. There is also a large amount of background noise (other Operators handling calls, radio calls, etc.). Operators are required to wear headsets.

*** Are you willing and able to work in a location with no natural lighting on a continual basis?**
Yes No

*** Are you willing and able to work in a dark environment on a continual basis?**
Yes No

***Are you willing and able to wear a headset on a continual basis?**
Yes No

***Are you willing and able to work (i.e., concentrate and perform your own work) in a location with loud background noises on a continual basis?**
Yes No

The Emergency Communications Center serves as the necessary link between individuals with problems of an emergency nature and the personnel who can help resolve it most effectively. Emergency Communications personnel must deal with life and death situations. Their ability to dispatch the appropriate personnel and/or equipment to handle the reported emergency is measured in seconds, not minutes. All calls must be handled in a calm, professional manner.

*** Are you willing and able to work calmly under highly stressful conditions?**
Yes No

Breaks are normally offered during each shift; however, it is possible that due to a high volume of incoming calls, you could be required to remain at the same work station with little or no breaks.

*** Are you willing and able to work with limited or no breaks?**
Yes No

Emergency Communications personnel are frequently under observation while handling calls. All telephone calls and radio dispatches are also taped. Supervisors review call performances on a daily basis for quality assurance purposes.

***Are you willing and able to work under conditions of such close scrutiny?**
Yes No

In the event of a local disaster or emergency (i.e. a hurricane landing in or near Pinellas County) all Emergency Communications personnel must be available to

Updated March 2, 2007