

Telecommunicator Supplemental Questionnaire



How did you hear about this position?

Describe your training, education, and experience as it relates to the position. Include experience with public safety, emergency, and/or customer service. Please provide the relevant dates, locations, and employer/institution names. Otherwise, type N/A.

Tell us about your experience with communications and/or computer equipment. Include your experience and proficiency with data entry. Otherwise, type N/A.

The 911 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. Telecommunicators must be willing and able to work **all** shifts.

This position includes shift work, weekends and holidays. Have you ever worked this kind of schedule before? ☐Yes ☐No

Shifts are selected on a seniority basis. Shifts are determined by a bid process that occurs 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 staff will have Saturday or Sunday off, some will not have either Saturday or Sunday off and a very few Telecommunicators will have both Saturday and Sunday off. A Telecommunicator should expect that it may take 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 **any** day or shift on a regular, continual basis? ☐Yes ☐No

Because the Center must be adequately staffed at all times, overtime will be required to provide coverage during disaster situations, when other Telecommunicators take time off from work, or to fulfill staffing shortages. Telecommunicators may be required to work on their day off, stay over after their shift, come in before their shift, work an extra or adjusted shift on be on standby during off duty time. These additional hours may be mandatory and could be required with little or no prior notice.

Are you willing and able to work overtime and standby assignments, at times with little or no prior knowledge? ☐Yes ☐No

The 911 Communications Center is located on the third floor of the Public Safety Complex on Ulmerton Road in Largo. The lighting and temperature of the room varies. There may also be a large amount of background noise (other Telecommunicators handling calls, talking on the radio, supervisors providing direction, etc.). Telecommunicators are required to wear headsets to answer calls and communicate over the radio.

Are you willing and able to work (i.e., concentrate and perform your own work) in a location with varying lights, temperature and loud background noises on a continual basis? ☐Yes ☐No
Are you willing and able to work indoors on the third floor on a continual basis? ☐Yes ☐No
Are you willing and able to wear a headset on a continual basis? ☐Yes ☐No

Breaks are normally offered during each shift; however, it is possible that due to a high volume of incoming calls or low staffing levels, 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

In the event of a local disaster or emergency (i.e. a hurricane landing in or near Pinellas County) all Telecommunicators must be available to **immediately** report to the 911 Center for work before, during and after the disaster/emergency. The County will provide shelter support for the families of employees who live in evacuation zones or mobile homes that cannot make other arrangements. However, Telecommunicators **must** be willing and able to stay at the Communications Center for an extended period of time.

Are you willing and able to accept the work conditions which will exist in the event of a disaster or emergency in Pinellas County? ☐Yes ☐No

Telecommunicators may find themselves in the position of processing calls for individuals with whom they have philosophical or moral differences (i.e. processing a request for medical assistance from a person injured while committing a crime, etc.). These differences cannot impact the manner in which the Telecommunicator processes the request for assistance.

Are you willing and able to assist individuals even when you do not agree with their actions, lifestyles, beliefs or attitudes? ☐Yes ☐No

A Telecommunicator must be prepared to handle life and death situations. The Telecommunicator's ability to provide life-saving instructions such as CPR or how to hide from a burglar and dispatch the appropriate public safety responders to handle the emergency is measured in seconds, not minutes. All calls must be handled in a calm, professional manner.

Are you willing and able to work under such stressful conditions? ☐Yes ☐No

Telecommunicators are frequently under observation while handling calls. Work is routinely reviewed for quality assurance purposes. All phone calls and radio transmissions are recorded.

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

Telecommunicators work closely with others. They must be able to communicate with and support other team members with varying ethnicities, characteristics and values. Are you willing and able to work in a team environment with a diverse workforce? ☐Yes ☐No

All Telecommunicators are subject to a criminal background check. Felony convictions, including those involving adjudication withheld, may prohibit an applicant from being considered for employment.

Were you convicted of a felony offense after your 18th birthday? ☐Yes ☐No

Please use the space below to let us know anything else you wish to tell us about yourself and your background that would help us in deciding who should be a final candidate for this position. Otherwise, type N/A.