



Public Safety Telecommunicator – Self-Evaluation Questionnaire

This self-screening questionnaire provides a sense of what it is like to serve as a Public Safety Telecommunicator with the Helena-Lewis & Clark County Communications Center. It is intended to help you determine whether you are making a sound decision in applying for this position. Answer the questions honestly (to yourself). We will be happy to discuss any of the position requirements.

JOB FIT: ASK YOURSELF ...	YES	NO
Does my lifestyle align itself with the core values of Helena-Lewis & Clark County Communications: Integrity, Respect, Teamwork and Professionalism?		
Have I been free from involvement in unlawful activities for at least five years?		
Can I disengage from emotional suffering or tragedy in order to complete essential job tasks?		
Do I have a healthy support system outside of work in place for stress relief?		
Have I considered the impact of rotating shift work on my family/personal environment? (e.g. missing birthdays, holidays, special occasions, etc.)		
Am I able to work harmoniously in close quarters with others?		
Am I prepared to maintain all of the minimum requirements for the Telecommunicator position?		
Do I have a strong commitment to customer service and motivation to serve the public?		
WORK ENVIRONMENT: ARE YOU WILLING AND ABLE TO ...	YES	NO
Work a regular rotating shift schedule (16 weeks on days, afternoons and nights)?		
Work weekends or holidays, possibly for many months, based on chosen days off?		
Work all shifts during the 14-18 week training period with days off assigned?		
Sit (or stand) at a telecommunications console that limits movements, except during occasional breaks?		
WORKPLACE COMPETENCY: ARE YOU WILLING AND ABLE TO ...	YES	NO
Spend the first year of your employment in a probationary status, during which you will spend 14-18 weeks in the Communications Training Program and undergo classroom and on-the-job training; receiving daily mentoring, critiques and evaluations from Communications Training Officers and supervisors?		
Learn all facets of Public Safety Communications: multi-tasking, data entry into a Computer Aided Dispatch program, call taking for emergency and non-emergency complaints, transmitting and receiving information over the radio?		

Correctly interpret information as it is being received over the telephone and radio and immediately respond with an appropriate action?		
Understand that I will have access to confidential criminal justice information and I cannot abuse those privileges or disseminate the information unless it is work related?		
SUPERVISION AND EVALUATION: ARE YOU WILLING AND ABLE TO ...	YES	NO
Take direction from the Center Manager and Lead Dispatchers?		
Be closely supervised and questioned about why you followed a certain course of action without taking it personally?		
Be evaluated and critiqued by Communications Training Officers that may be younger than you?		
JOB STRESSORS: ARE YOU WILLING AND ABLE TO ...	YES	NO
Deal calmly and professionally with angry citizens when their problems are not your fault?		
Deal with a crisis call – where a child has died, a member of public safety has been injured, a citizen has been assaulted – and then set it aside and deal with next caller who is irate over a relatively minor issue?		
Listen to abusive and profane language over the telephone and deal with it impersonally and unemotionally?		
Understand that you will be placed in the middle of a crisis – giving CPR instructions, listening to a domestic violence call, telling someone to evacuate as their home is on fire – and you may not know the final outcome?		

If you answered “NO” to any of these questions, you may want to reconsider applying for this position.

On the more positive side, a career in Public Safety Telecommunications offers some personal rewards that are intangible such as:

- There is no other profession comparable to Public Safety Communications.
- Satisfaction that you provide a crucial service to the public.
- Awareness that citizens rely on you as the first “First Responder” to their calls for help.
- Pride in knowing, that on a daily basis you help promote the protection and preservation of life, property and community safety.
- Knowledge that you serve a profession that continues to grow in nationwide recognition for its importance to Public Safety.