

**SOUTH EAST REGIONAL EMERGENCY
SERVICES AUTHORITY (SERESA)
SELF-SCREENING EVALUATION**

The following requirements need to be understood by all candidates for this position classification. Please answer the following questions.

It is **not necessary** that SERESA receives a copy of this evaluation. It is intended for your use to help you determine whether you are making the correct decision in applying for the job of 9-1-1 Emergency Telecommunicator with SERESA

1. Are you willing to work an irregular shift schedule during your probationary period, where one week you might be on days with Monday and Tuesday off, and the next week on midnight shift with Wednesday and Thursday off?
Yes_____ No_____
2. Are you willing to work weekends and holidays?
Yes_____ No_____
3. Are you willing to rotate to any of three shifts: days, afternoons, and midnights?
Yes_____ No_____
4. Are you willing to accept last minute changes in your work schedule that might require you to cancel personal plans?
Yes_____ No_____
5. Are you willing to be subjected to abusive and profane language on the phone and deal with it unemotionally?
Yes_____ No_____
6. Are you willing to take directions from a supervisor in front of your peers?
Yes_____ No_____
7. Because you are working an 8, 10, or 12 hour shift with paid lunch breaks and lunch periods, there may be times when you are required to forego lunch and coffee breaks due to understaffing or shift activity. Are you willing to give up breaks, when necessary?
Yes_____ No_____
8. Are you willing to be at a console that restricts your movements to a 6 foot radius, except for your break and/or lunch periods during an 8, 10, or 12 hour shift?
Yes_____ No_____

9. Are you willing to learn all functions of the job – complaint taking (answering questions, processing calls for citizens), law enforcement, ambulance, and fire dispatching (which requires receiving and transmitting messages over a radio frequency)?
- Yes_____ No_____
10. Are you willing to read and study several hundred pages of manuals, complete compensated homework assignments, fill in study guides, and take written tests during your training period?
- Yes_____ No_____
11. Are you able to comprehend that when you process a call incorrectly that it could contribute to someone's property being lost or damaged; or someone being seriously injured or dying?
- Yes_____ No_____
12. Are you willing to be closely supervised and questioned routinely about why you followed a certain course of action without taking it personally?
- Yes_____ No_____
13. This job requires you to copy information as it is being received, simultaneously digest what you heard and respond immediately. Is this something you would be able to do?
- Yes_____ No_____
14. Are you willing and able to deal calmly with angry people when the problem is not your fault?
- Yes_____ No_____
15. Are you willing to deal with a crises call, where a child might have died, an officer injured, a woman assaulted, and set it aside and continue to calmly deal with an irate citizen complaining of a barking dog?
- Yes_____ No_____
16. If you smoke, are you willing to go without a cigarette for an entire shift if necessary, or smoke only during scheduled breaks or lunch periods?
- Yes_____ No_____
17. Are you willing to work under constant electronic surveillance that records all telephone and radio messages?
- Yes_____ No_____

IF YOU ANSWERED NO TO ANY OF THE ABOVE QUESTIONS, PLEASE RECONSIDER APPLYING FOR THIS POSITION.