



METCOM 9-1-1 Agency Supplemental Questionnaire

Print Full Name: _____

Date of Birth: _____

Drivers License Number and State: _____

In order to identify each applicant's qualifications for this position, the following information is required relating to abilities, experience, and training. In addition to the required METCOM application, position specific Supplemental Questionnaire, and any other requested documentation; all questions on this questionnaire must be answered and returned with your application. Applications submitted without this Agency Supplemental Questionnaire or with incomplete answers will not receive further consideration for this position.

Instructions: Print your FULL name at the top of the page. Respond to each of the following questions in the spaces provided; most require a simple "Yes" or "No" response. If you need more space, attach additional pages.

1 This position requires skill in the use of computers to record and transmit information received by telephone.

Do you have experience using personal computers? Yes No

Do you type 45 wpm accurately? (Qualified applicants may be tested using a personal computer) Yes No

Do you have experience operating a LEADS or CAD computer? Yes No

If "Yes": Employer/Agency Name: _____

Telephone Number: _____ City/State: _____

Your job title: _____ Dates Employed: _____

Thoroughly explain duties/responsibilities and how performed:

- 2 Do you have work related knowledge of police, fire and emergency medical services operations? Please include any related military experience. Yes No

If "Yes": Employer/Agency Name: _____

Telephone Number: _____ City/State: _____

Your job title: _____ Dates Employed: _____

Thoroughly explain duties/responsibilities and how performed:

- 3 These positions work 8, 10 or 12 hour shifts, which rotate every 3 or 4 months, including rotating days off, nights, weekends, holidays and periodic mandatory overtime. Can you meet these requirements? 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 profane language on the telephone 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 breaks and lunch periods, there may be times when you are required to forego lunch and breaks due to understaffing or shift activity. Are you willing to give up breaks, when necessary? Yes No

- 8 Are you willing to wear a headset for telephone communications for extended periods of time during an 8, 10 or 12 hour shift? Yes No

- 9 Are you willing to work at a console that restricts your movements to a 4 - 6 foot radius, except for your break and/or lunch periods during an 8, 10 or 12 hour shift? Yes No

- 10 Are you willing to learn all functions of the job: complaint taking (answering questions, processing calls for citizens) and police and medical dispatching (receiving and transmitting messages over a radio frequency) and be willing to perform them simultaneously as a requirement of the job? Yes No

- 11 Are you willing to read and study several hundred pages of manuals, complete homework assignments, fill in study guides, and take written tests during your training period? Yes No

- 12 Do you understand that when you process a call incorrectly, it could contribute to property being lost or damaged, or someone being seriously injured or dying? Yes No
- 13 Are you willing to be closely supervised and questioned routinely about why you followed a course of action without taking it personally? Yes No
- 14 This job requires "multi-tasking". Do you possess the ability to quickly comprehend what you hear, accurately and thoroughly type information into the computer system as you obtain it from callers, "control" conversations with highly agitated or rude callers, and make accurate and appropriate decisions during the course of an 8, 10 or 12 hour shift? Yes No

Describe any "multi-tasking" types of work you have previously performed. Add pages if necessary. Be specific and thorough.

- 15 Have you had experience dealing calmly with angry people by telephone? Yes No
- 16 This position will require handling disturbing crisis calls, which may deal with life and death situations. After dealing with such a call, could you set it aside in order to give the same attention to a call which may seem much less important? Yes No
- 17 Are you willing to work under constant surveillance that records all your telephone, radio and computer generated messages? yes No
- 18 If you smoke, are you willing to go without a cigarette for an entire 8, 10 or 12 hour shift, or smoke only during breaks or lunch periods? Yes No
- 19 Do you possess bilingual skills? Yes No

If "Yes", what language(s)? _____

In one paragraph, please explain the special skills you possess that would make you effective in this position.

The information on this form is true, complete and accurate to the best of my knowledge. I acknowledge that any falsehoods, omissions or misrepresentation of facts, or submission of an incomplete questionnaire will result in my disqualification from consideration and/or employment of this position.

Signature of Applicant

Date Signed

Return your completed METCOM application and supplemental questionnaire to:

**METCOM 9-1-1
Attn: Wendy Patterson
1060 Mt. Hood Ave.
Woodburn, OR 97071**

Or via email: wendy.patterson@metcom911.com