



# COUNTY OF YUBA SUPPLEMENTAL QUESTIONNAIRE

## Communications Dispatcher

**FINAL FILING DATE:**

**Open Until Filled**

**COMPLETED APPLICATION MATERIALS TO:**

Yuba County Human Resources  
915 8<sup>th</sup> Street, Suite 113, Marysville, CA 95901

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

This supplemental questionnaire is an integral part of the selection process. Your answers to these questions will be thoroughly evaluated in order to determine the most suitably qualified applicants to continue in the selection process. It is important that responses be as detailed as possible. A resume may be submitted but will NOT be accepted in lieu of a completed supplemental questionnaire. **FAILURE TO SUBMIT A COMPLETE COUNTY APPLICATION, PERSONAL HISTORY STATEMENT, VALID TYPING CERTIFICATE AND THIS SUPPLEMENTAL QUESTIONNAIRE TO THE YUBA COUNTY PERSONNEL/RISK MANAGEMENT DEPARTMENT WILL ELIMINATE YOUR APPLICATION FROM BEING CONSIDERED FURTHER IN THE SELECTION PROCESS.**

The Communications Dispatcher position works in the Support Services Division of the Sheriff's Department. This position requires individuals to be alert, responsible, diligent, thorough and speak clearly and concisely. Dispatchers must exercise good judgment under very demanding circumstances while maintaining a professional demeanor with citizens who may be abusive, excited, intoxicated, ill, disabled or incoherent.

Experience has shown that many applicants for Communications Dispatcher consider only the positive aspects of the job while ignoring some of its less attractive features. As a result, when new employees encounter negative job features they sometimes react by leaving the job before training is completed (sometimes in only a few months). Early resignations which result from lack of accurate job knowledge contribute to a higher than desirable attrition rate among dispatcher trainees. While there are many satisfying and rewarding aspects to this position, it is important for all applicants to carefully consider both the negative and positive features of a new career. The following job factors are some features of the Communications Dispatcher position which many applicants are unaware. This is not an official job description. If any of these items present problems for you, we strongly suggest you reconsider applying for this position.

### **WORKING ENVIRONMENT**

- May be unable to physically leave your work station (i.e. walk around, use restroom or get coffee) at any time other than two, 15-minute breaks and a 30-minute lunch.
- Sitting for prolonged periods of time
- Be required to sign up for lunch and rest breaks by seniority.
- Be unable to smoke or eat at your workstation at any time.
- Work in a room with no windows.
- May Work in a Mobile Post Command Vehicle during emergency situations and shutdowns.
- Work within an organization structured on a "military" model.
- During training, be regularly reminded of errors and mistakes.
- Work at a rapid pace over which you have little control.
- Have to maintain intense concentration and attention for extended periods of time.

### **TYPES OF NEGATIVE CALLS**

- Make immediate decisions where one or more person's safety is at stake.
- Answer and respond to calls where a violent crime is in progress.
- Answer and respond to calls from citizens screaming, using obscene language at you.
- Answer and respond to calls from citizens almost impossible to understand, irrational and/or confused.
- Answer and respond to calls from citizens needing medical aid assistance.

**PLEASE ANSWER THE FOLLOWING QUESTIONS:**

<b>SUPPLEMENTAL QUESTIONS</b>	<b>YES</b>	<b>NO</b>
1. Are you able to work an irregular shift schedule during your training period, in which one week you may work the day shift and another week you may work graveyard or afternoon shift?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are you able to work weekends and holidays?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you able to rotate to any of three shifts: days, afternoons and graveyards?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you willing to have two days off per week that may not include Saturday and/or Sunday?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are you able to accept last minute changes to your work schedule that might require you to cancel personal plans?	<input type="checkbox"/>	<input type="checkbox"/>
6. Are you able to be subjected to abusive and profane language on the phone and deal with it unemotionally?	<input type="checkbox"/>	<input type="checkbox"/>
7. Are you able to work in the high stress environment of an emergency communications facility?	<input type="checkbox"/>	<input type="checkbox"/>
8. Are you able to accept that you may not be allowed to leave the communications facility during your shift except for scheduled breaks, lunch period and in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>
9. Are you able to work in a disciplined environment and carry out orders even if you do not agree with them?	<input type="checkbox"/>	<input type="checkbox"/>
10. There are multiple computer screens in dispatch at each console, all to which you must pay attention to at all times. Are you able to observe what is going on in your surroundings, hear what is being said all while typing, and type without having to look at the keyboard?	<input type="checkbox"/>	<input type="checkbox"/>
11. Are you able to take instructions and abide by the policies, procedures, rules and regulations of the Yuba County Sheriff's Department?	<input type="checkbox"/>	<input type="checkbox"/>
12. Are you familiar with the geography and street names of Yuba County?	<input type="checkbox"/>	<input type="checkbox"/>
13. This position requires a great deal of public contact in person and over the phone. Do you possess a strong, clear voice which can usually be easily understood? Do you have the ability to hear soft spoken words and sounds without additional factors being considered (i.e. loud construction noises in the background)?	<input type="checkbox"/>	<input type="checkbox"/>
14. Are you able to deal calmly and think clearly with angry people when the problem is not your fault?	<input type="checkbox"/>	<input type="checkbox"/>
15. This job requires you to copy information as it is being received, simultaneously digest what you have heard, and respond immediately. Is this something you are able and willing to do?	<input type="checkbox"/>	<input type="checkbox"/>
16. Are you willing to learn all functions of the job, as defined in the classification specification for the Communications Dispatcher I/II position?	<input type="checkbox"/>	<input type="checkbox"/>
17. Do you have competent work experience working with computer software programs? If yes please list the specific software programs:	<input type="checkbox"/>	<input type="checkbox"/>
18. Do you possess additional education related to clerical or dispatching work? If yes please list the college course(s), special certification(s) and/or training seminar(s):	<input type="checkbox"/>	<input type="checkbox"/>
19. Do you possess any dispatching experience? If yes, what type of employer*: *Verify this information is reflected in the Employment History part of your application.	<input type="checkbox"/>	<input type="checkbox"/>

20. Check ALL items that BEST describe your preference of your employment environment:

- Multi-task with many interruptions
- Job is of major importance and results are questioned routinely
- Deal with little confidential material
- Few interruptions or distractions
- Busy, fast paced environment

- Large amounts of public contact
- Keep records and track of a large volume of details
- Work within established procedural guidelines
- Job is of minor importance and results involve little scrutiny

*I attest that all the statements made in this application supplement are true, complete, and correct to the best of my knowledge and are made in good faith. I understand that any misrepresentation and/or falsification of my answers may make me ineligible to continue in this recruitment. My signature authorizes the County of Yuba to make any appropriate investigations to verify information.*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_