

Roanoke County Emergency Communication Center Communication Officer I Applicant Checklist

Experience has shown that many applicants for the Communication Officer I position consider only certain aspects of the job while ignoring less attractive features. As a result, when new employees encounter negative job features they sometimes react by leaving the job before training is completed or within a few months of full qualifications.

While there are many satisfying and rewarding aspects to the Communication Officer I position and there is no question that Communication Officers make significant contributions to the welfare and safety of their fellow citizens, it is important for all applicants to carefully consider **both** the negative and positive features of a new career **before** considering the position.

The factors listed below are features of the Communication Officer I position about which many applicants are unaware. If you are concerned about any of these items, you may discuss your concerns with the Chief Communications Officer.

This questionnaire should be taken home, considered carefully and if pertinent, discussed with your family or whomever else you feel is important. Should you be successful in passing all the phases in the testing process and are offered a position, you will be given a new form and asked to initial each line. The form will then become part of your permanent personnel folder.

No.	Comment	Initial
1.	You must have regular and predictable attendance	
2.	You must arrive to work in time be at your console, with all materials, plugged in and ready to start answering calls at the start of your shift	
3.	Required to work different shifts in a 24 x 7 work environment	
4.	You will have no choice about which shift you are assigned to work	
5.	You will have no choice about which days you work	
6.	You will be required to work all shifts, including during the training period	
7.	You will be required to work weekends on a regular basis	
8.	Work any and all Federal, State, and religious holidays on the recognized or actual date	
9.	Work on personally important or special days (i.e. birthdays, anniversaries, sporting events, etc.)	
10.	Obtain childcare for all types of shifts on a regular basis	
11.	As necessary, obtain childcare for weekends and holidays on a regular basis	
12.	As necessary, obtain childcare on short notice events on a frequent basis	
13.	Work voluntary overtime, before or after a shift, sometimes with little or no notice	
14.	May be required to work mandatory overtime, before or after a shift, sometimes with little to no notice	
15.	You must have reliable transportation that functions in the 24 hour environment	
16.	You must be willing to respond back to work with little or no notice	
17.	Communication Officers must be at their workstation for extended durations of time.	
18.	No established breaks are provided. Leaving the building is often restricted or prohibited. Depending on the work load, unscheduled breaks (i.e. to walk around, get coffee, etc.) are sometimes restricted	

19.	Communication Officers must be able to work within an organization structured on the military model. Specifically, must be willing to: <ul style="list-style-type: none"> • Work through a highly structured “chain of command” • Have all phone and radio activities recorded • Work in accordance with a disciplinary policy • Work in a restricted access area 	
20.	Work at a radio console and computer terminals for an entire shift	
21.	Work at a console with multiple computer monitors, numerous radios and ringing telephones, while multi-tasking seamlessly between the computers, telephone and radios while being able to type accurately	
22.	Operate workstations confined in a room with different lighting levels and schemes	
23.	Work in a high stress environment	
24.	You must be willing to get along with your co-workers	
25.	You must be able to receive criticism from co-workers, field units, and citizens	
26.	During training, be regularly reminded of errors and mistakes	
27.	During training, receive a daily rating of your job performance including criticism	
28.	Multi-jurisdictional training is required	
29.	Ability to record information, given by a caller, into the computer in real time	
30.	Work at a rapid pace over which you have little or no control	
31.	Maintain intense concentration and attention for extended periods of time	
32.	Smoking is prohibited in the building and smoke breaks will be allowed only as work load permits	
33.	Answer and respond to police, fire and EMS calls quickly and accurately	
34.	Make quick decisions on which one or more person’s safety is at stake	
35.	Prioritize calls to be dispatched, deciding which is the most serious	

Failure to comply or withstand any and all of the above defined work environment issues, may result in disciplinary action.

Types of Calls

No.	Comment	Initial
1.	Answer telephone calls where someone screams at you	
2.	Answer telephone calls where the caller directs obscene language at you	
3.	Answer and respond to telephone calls where the caller is hysterical, intoxicated, irrational, or confused	
4.	Answer and respond to telephone calls where the caller is difficult to understand	
5.	Answer telephone calls from suicidal people	
6.	Answer and handle telephone calls where a violent crime is in progress or has just been committed	

With my signature below, I state I have read, considered and understand each listed item.

Signature: _____ Date: _____

Printed Name: _____