



So . . . You think you want to be an Emergency Services Communicator, AKA an Emergency Response “Dispatcher and Call Taker”?

“Self Assessment SURVEY”

As Thunder Bay Police Service Communicators, we answer 911 emergency calls, dispatch via radio to **Police and **Fire** emergencies.**

Choosing a career as an Emergency Services Communicator, Dispatcher / Call Taker may be one of the best decisions you will make in your life. The position offers many challenges and rewards along with the opportunity to effect a positive impact on the lives of the citizens we care for.

However, the job is not for everyone. There are several inherent realities of the position that you should understand if you are seriously considering a career option as a 911 Operator and an Emergency Services Dispatcher. The volume of calls is uncontrollable. It can be relatively quiet, then they can spike to a high in seconds, one call after another, then all of a sudden they will drop off again to almost nothing. This up and down uncontrollable factor is very stressful and demanding for our call takers and our dispatchers.

The attached self-assessment survey is provided to help you determine whether or not a career in Emergency Dispatching and Call Taking is right for you. Consider the following statements carefully, and ***be Honest with Yourself.***

And please...

This is a tool for your personal benefit only. Please **do not** send the results of your survey to us at Thunder Bay Police Service.



“Self Assessment Survey”

Each of the following statements describes an important quality, characteristic or consideration required of an Emergency Services Dispatcher and 911 Call Taker. Review each one as it relates to you, and make a check in either the Yes or No box to the right.

If you answer “**No**” to even one of these statements, you may want to **reconsider** Emergency Services Dispatching and Call Taking as a career path.

	YES	NO
I would enjoy working in an environment that helps people in crisis situations.		
I would enjoy working in an environment that requires managing sustained periods of moderate to high levels of stress.		
I would enjoy working in an environment that involves interaction with a diverse mix of cultures, nationalities and languages.		
I am willing and able to work on weekends as well as religious and statutory holidays as scheduled.		
I am willing and able to accommodate a rotating shift schedule that includes working days, afternoons and nights.		
I am willing and physically able to work shifts that are 6 consecutive days in a row.		
I am willing to have my meal and rest breaks interrupted, postponed or cancelled if required.		
I am willing to have my personal, social and family time disrupted because of the demands of my work schedule.		
I am able to balance my personal, social and family life with my career.		
I am willing and able to deal professionally and non-judgmentally with abusive callers using profane language over the telephone.		

I am willing to adhere to established protocols, procedures, rules and regulations.		
I am willing to report to work on time, in any kind of weather condition.		
I am willing to accept work direction and critical feedback from my Supervisors.		
I am willing and able to accept and appreciate constructive criticism; to make it work for me instead of against me.		
I am willing to work in a unionized and para military work environment.		
I am willing and able to sustain long periods of time restricted to my workstation.		
I am willing and able to continuously wear a headset at my workstation.		
I am accountable for my own actions.		
I am self motivated.		
I conduct myself with integrity.		
I can exercise common sense <u>and</u> sound judgment in an emergency situation.		
I can be assertive and direct when required.		
I can remain calm and focused in pressure situations.		
I can maintain personal and emotion control in a work environment that does not have control of its' volume of business		
I can accept abrupt orders during emergency situations and I do not take them personally.		
I can work effectively in a team environment.		
I am interested in a "long term career" in the Emergency Services field		

We hope that this short personal survey has helped you determine whether or not Emergency Services **dispatching "and" 911 emergency call taking** is a good fit for you.

Remember, this document is for you to retain.

Do not send it back to Thunder Bay Police Service!

