



***So . . . After completing the Self Assessment Survey, you still want to be an Emergency Services Communicator, “Dispatcher and Call Taker”?***

## **“WHAT TO EXPECT”**

### **PREPARING FOR THE HIRING PROCESS:**

First, please make sure you review and complete our self assessment survey on this web site and if you answer yes to all the statements then review this section in its entirety as it will explain what to expect during the process. You may also want to review the 911 section of this site; it helps explain that process as well; providing a bit more insight. At the end of reviewing all these sections, if you are still interested, then I suggest you pursue a career choice in Dispatching for Emergency Services and answering 911 emergency calls.

### **HIRING PROCESS:**

Police dispatching and 911 call taking is not just a job, it is a career choice, which must be approached with dedication and a willingness to learn. Each Communications Operator with Thunder Bay Police is required to successfully complete classroom and on-the-job training before he or she is allowed to dispatch and answer emergency calls on his or her own. Therefore, a new employee must be able to dedicate themselves to a strict and intensive training regimen just to make it to a probationary status. Answering emergency calls can be very stressful at times but working the radio, keeping track of as many as 30 units while querying resources for the safety of all involved, can be the most challenging and create the highest level of anxiety; much more so than speaking with the public on 911.

The hiring process is extensive. You must be successful with each step to continue on to the next. The steps involved in our hiring process for a Communications Operator are: Computerized test (2.5-3 hr), personal interview, background work-related reference interviews, security clearance, hearing test, psychiatric test, fingerprinting and photo.