

Loudon County Emergency Communications District  
 Emergency Communications Specialist  
 Employment Checklist

Experience has shown that many applicants for the Emergency Communications Specialist 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 qualification.

While there are many satisfying, rewarding aspects of the Emergency Communications Specialist position and there is no question that Specialist 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 Job factors listed below are features of the Emergency Communications Specialist position about which many applicants are unaware. If you are concerned about any of these items, you may discuss the concerns with the Director.

**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 sign each line. The form will then become part of your permanent personnel folder.**

WORKING ENVIRONMENT

<u>No.</u>	<u>Comment</u>	<u>Initial</u>
1	You must have regular and predictable attendance.	
2	You must arrive for work and be ready to process calls at the time your shift starts.	
3	Required to work different shifts in a 24X7 environment.	
4	You will have no choice about what shift you are required to work.	
5	You will have no choice about which days you work.	
6	You will be required to work all three shifts, including during the training period.	
7	Required to work weekends on a regular basis.	
8	Work any or all Federal, State and religious holidays on the recognized or actual dates.	
9	Work on personally important or special days (i.e. birthdays, anniversaries, sporting events, etc.	
10	Obtain childcare between 0700-1500 (days), 1500-2300 (seconds); and /or 2300-0700(thirds) 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	Work mandatory overtime, before or after a shift, sometimes with little or no notice.	
15	You must have reliable transportation that functions in the 24 hr	

	environment.	
16	You must be willing to receive pages and contact the department when requested.	
17	You must be willing to conform to the prescribed uniform.	
18	Must work through a structured chain of command.	
19	Must be willing to have all radio and phone activities monitored/taped.	
20	Work at a radio console and computer console for a full shift (8hrs).	
21	Work at a console with 5 computer monitors, numerous radios and ringing telephones, while multi-tasking seamlessly between the computers, telephones and radios while being able to type accurately.	
22	Work in a high stress environment.	
23	You must be willing to get along with your co-workers.	
24	Receive criticism from your co-workers, emergency personnel, and/or citizens.	
25	During training, be regularly reminded of errors and mistakes.	
26	During training, receive a daily rating of your job performance including criticism.	
27	Multi jurisdictional training and operations is required.	
28	Working at a rapid pace over which you have little to no control.	
29	Maintain intense concentration and attention for extended periods of time.	
30	Tobacco products are prohibited in the building.	

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

#### 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 in which the caller is difficult to understand.	
5	Answer telephone calls from suicidal callers.	
6	Answer and respond to calls where a violent crime is in progress.	
7	Make quick decisions on which one or more person's safety is at stake.	

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Printed Name \_\_\_\_\_