



9-1-1

Calgary 9-1-1 Emergency Communications Officer – Self-Evaluation Questionnaire

This self-screening questionnaire provides a sense of what it is like to serve the public as an Emergency Communications Officer (ECO) with Calgary 9-1-1. It is intended to help you decide if this is the right career for you. Answer the questions honestly (to yourself). You are not required to divulge your answers, however, if you want to discuss any of the position requirements, our staff are happy to assist.

Job Fit: Ask yourself...
Does my lifestyle align itself with Calgary 9-1-1 values: Honesty, Respect, Integrity, and Teamwork?
Have I been free from involvement in unlawful activities for at least three years?
Can I disengage from emotional suffering or tragedy in order to complete essential job tasks?
Do I have a support system in place at home for debriefing and stress relief?
Have I considered the impact of rotating shift work on my family environment? (e.g., missing birthdays, special occasions, etc.)
Am I able to work harmoniously in close quarters with others?
Do I have a strong commitment to customer service and motivation to serve the public?
Work Environment: Are you willing and able to...
Sit or stand at a telecommunications console that limits your movements, except during an occasional break?
Work a 12-hour shift with break schedules determined at the start of each new shift?
Work a regular rotating shift schedule (2 day shifts / 2 night shifts / 4 off)?
Work weekends and holidays, possibly for many months, based on your rotating shift schedule?
Supervision and Evaluation: Are you willing and able to...
Take direction from your supervisor and other senior staff in front of your co-workers?
Be closely supervised and questioned routinely about why you followed a certain course of action, without taking it personally?



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Occupational Competency: Are you willing and able to...

Spend the first six months of your employment in a probationary status, during which you will spend most of your time undergoing classroom and on-the-job training; receiving daily mentoring, critiques and evaluation?

Read and study hundreds of pages, numerous procedure manuals, and take written tests?

Learn all facets of a multi-tasking job: call/complaint taking; automated data entry and transfer; law enforcement inquiries; equipment troubleshooting, etc.

Accurately copy information as it is being received over telephone or radio; simultaneously digest what you hear and respond immediately.

Job Stressors: Are you willing and able to...

Deal calmly and professionally with angry citizens when their problems are not your fault?

Listen to abusive and profane language over the telephone and deal with it impersonally and unemotionally?

Deal with a crisis call e.g.: where a child has died or an officer has been injured or a citizen assaulted, and then set it aside and calmly deal with the next caller who is irate over a relatively minor issue?

A career in public safety communications offers many personal rewards:

- Satisfaction that you provide a vital service to the public
- Awareness that citizens rely on you as the first “First Responder” to their calls for help
- Pride in knowing that on a daily basis, you help promote the protection and preservation of life, property, and community security
- Knowledge that you serve in a profession that is growing in national recognition