



# Stickney Police Department

## Application for the position of Telecommunicator

*Fill out this application completely and accurately. If your application is made out properly it may increase your chances of employment. All statements in your application are subject to verification. Use the term "DNA" (Does not apply) if the question does not apply.*

Name (Last)		(First)	(Middle)	Date	
Home Address		City	State, Zip Code		Home Phone
Date of Birth	Place of Birth		Height	Weight	Sex
Month	Day	Year			
Social Security Number		Eye Color	Hair Color	Marital Status	

### EDUCATION

Name & Address of School (City, State, and Zip Code)	Years Completed	Dates Attended	Graduate		Average Grade
			Yes	No	
Grammar School(s)					
High School(s)					
College or University					

### MILITARY SERVICE

Have you ever served in the military \_\_\_\_\_ Branch \_\_\_\_\_ Years of Service \_\_\_\_\_

Type of Discharge \_\_\_\_\_

Special Training Skills \_\_\_\_\_

## EMPLOYMENT HISTORY

*List the jobs you have held for the last six years, starting with your most recent position first.  
Include periods of unemployment, military service, and part-time positions in proper sequence.*

Employers Name	Address			Type of Business
Name & Title of Supervisor	From	To	Pay Rate	Title or Position
List your duties			Reason for leaving	
<hr/>				
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Name & Title of Supervisor	From	To	Pay Rate	Title or Position
List your duties			Reason for leaving	

### GENERAL DATA

What prompts you to make this application? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you ever held a similar position for which you are applying ? \_\_\_\_\_ If "yes" Explain \_\_\_\_\_

\_\_\_\_\_

List any special training, including licenses or certifications held. \_\_\_\_\_

Have you ever been convicted of a crime? If "yes" Explain. \_\_\_\_\_

\_\_\_\_\_

## REFERENCES

List three work related references, not related to you whom you have know at least one year.

Name	Address	Home phone
Title or Position		Number of years known
Name	Address	Home phone
Title or Position		Number of years known
Name	Address	Home phone
Title or Position		Number of years known

## EMERGENCY CONTACTS

List two emergency contacts to be notified in case of an emergency.

Name and Relationship	Address	Phone
Name and Relationship	Address	Phone

**I hereby certify that there are no willful misrepresentations, or falsifications in this questionnaire, and all my answers are true and correct to the best of my knowledge.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

FOR OFFICE USE ONLY

**This questionnaire should be considered carefully and if pertinent, discussed with your family or whomever else you feel is important. Please initial every item listed, indicating that you are able to comply and/or are aware of the requirement.**

### **WORKING ENVIRONMENT**

- | <b>No./ Initial</b> | <b>Comment</b>  |
|---------------------|---|
| 1. _____            | You must have regular and predictable attendance.   |
| 2. _____            | You must arrive for work at least 10 minutes prior to your shift.   |
| 3. _____            | You will have no choice about which shift you are assigned to work while on probation. After probation you will bid on your regular work shift based on departmental seniority and the current labor agreement in place.                          |
| 4. _____            | You will have no choice about which days you work.  |
| 5. _____            | You will be required to work all three shifts, including a swing shift during the training period.  |
| 6. _____            | Required to work weekends on a regular basis.   |
| 7. _____            | Work any or <b>all</b> Federal, State and religious holidays on the recognized or actual date if scheduled.   |
| 8. _____            | Work on personally important or special days (i.e. birthdays, anniversaries, sporting events, etc).   |
| 9. _____            | Obtain childcare between 6:30 am – 3:30 pm (days); 2:30 pm – 11:30 pm (afternoons); and/or 10:30 pm – 7:30 am on a regular basis, if applicable.  |
| 10. _____           | As necessary, obtain childcare for weekends and holidays on a regular basis.  |
| 11. _____           | As necessary, obtain childcare on short notice events on a frequent basis.  |
| 12. _____           | Work voluntary overtime, before or after a shift, sometimes with little to no notice.   |
| 13. _____           | Work <b>mandatory</b> overtime, before or after a shift, sometimes with little to no notice.  |
| 14. _____           | You must have reliable transportation that function in the 24 hr environment.   |
| 15. _____           | You must be willing to supply a working 24 hour phone number to the Stickney Police Department to be used in emergencies.   |
| 16. _____           | You must be willing to conform to the prescribed dress code.  |
| 17. _____           | Telecommunicators must remain seated at their workstation for extended durations of time. Telecommunicators are permitted a 30-minute meal break per 8-hour shift. Leaving the building during your break time is often restricted or prohibited. |

Depending on workload, unscheduled breaks (i.e., to walk around, get coffee, etc.) are generally not permitted.

18. \_\_\_\_\_ Telecommunicators must be able to work within an organization structured on the military model. Specifically, must be willing to:
  - Work through a highly structured “chain of command”
  - Have all phone and radio activities monitored/taped
  - Work in accordance with a progressive disciplinary process
19. \_\_\_\_\_ Work at a radio console and computer terminal for a full shift (8 hours), at minimum.
20. \_\_\_\_\_ Work at a console with multiple computer monitors, numerous radios and ringing telephones, while multi-tasking seamlessly between the computers, telephones and radios while being able to type accurately.
21. \_\_\_\_\_ Workstations are in a confined room sometimes with low lighting.
22. \_\_\_\_\_ Work in a high stress environment.
23. \_\_\_\_\_ You must be willing to get along with your co-workers.
24. \_\_\_\_\_ Receive criticism from co-workers, law enforcement officers, and/or civilians.
25. \_\_\_\_\_ During training, be regularly reminded of errors and mistakes.
26. \_\_\_\_\_ During training, receive a daily rating of your job performance including criticism.
27. \_\_\_\_\_ Ability to record the information the caller is giving you into the computer in real time.
28. \_\_\_\_\_ Work at a rapid pace over which you have little to no control.
29. \_\_\_\_\_ Maintain intense concentration and attention for extended periods of time.
30. \_\_\_\_\_ Smoking is prohibited in the building.
31. \_\_\_\_\_ Work in a noisy environment all day (public safety radios, alarm board, telephones ringing, and television/radio).
32. \_\_\_\_\_ Work all day in a designated work area with no outside windows/open windows.
33. \_\_\_\_\_ Willing to wear an earpiece/earphone/headset all day.
34. \_\_\_\_\_ Submit to drug screening and a polygraph test.

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./ Initial | Comment   |
|--------------|---|
| 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 subjects.  |
| 6. _____     | Answer, handle and/or transfer fire and rescue calls quickly and accurately.                                |
| 7. _____     | Answer and respond to calls where a violent crime is in progress.   |
| 8. _____     | Make quick decisions on which one or more person's safety is at stake.                                      |
| 9. _____     | Prioritize calls to be dispatched, deciding which is most serious.  |
| 10. _____    | Have all your calls monitored and recorded for evaluation.  |
| 11. _____    | Tell someone who expects police service that their problem does not require police unit response.           |
| 12. _____    | Remain emotionally detached in order to respond to situations in a positive, mature and helpful manner.     |
| 13. _____    | Handle a heavy volume of telephone calls all day, sometimes with very little time in between calls.         |

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

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

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