

# YAMHILL COMMUNICATIONS AGENCY

**NOTICE TO APPLICANT:** WE ARE AN EQUAL OPPORTUNITY EMPLOYER AND DO NOT DISCRIMINATE ON THE BASIS OF AN APPLICANT'S OR EMPLOYEE'S RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, CITIZENSHIP, AGE, PHYSICAL OR MENTAL DISABILITY OR ANY OTHER CHARACTERISTIC. **RESUMES ARE NOT ACCEPTED IN LIEU OF A COMPLETED YAMHILL COMMUNICATIONS APPLICATION.**

## PERSONAL INFORMATION (PLEASE TYPE OR PRINT LEGIBLY)

NAME \_\_\_\_\_ EMAIL \_\_\_\_\_

PHYSICAL ADDRESS/ INCLUDE MAILING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ PHONE \_\_\_\_\_

## POSITION INFORMATION (PLEASE TYPE OR PRINT LEGIBLY)

POSITION APPLIED FOR \_\_\_\_\_

DEPARTMENT/GROUP \_\_\_\_\_

HAVE YOU EVER WORKED FOR THIS ORGANIZATION, IF SO WHAT DATES AND POSITION? \_\_\_\_\_

REASON FOR LEAVING \_\_\_\_\_

## EDUCATION (PLEASE TYPE OR PRINT LEGIBLY)

| SCHOOL/INSTITUTION | MAJOR OR AREA OF STUDY | CERTIFICATE OR DEGREE |
|--------------------|------------------------|-----------------------|
| _____              | _____                  | _____                 |
| _____              | _____                  | _____                 |
| _____              | _____                  | _____                 |
| _____              | _____                  | _____                 |

## OFFICE USE ONLY

Date Rcvd \_\_\_\_\_ Accepted By \_\_\_\_\_ Questionnaire \_\_\_\_\_ Call/ letter sent on \_\_\_\_\_

S.A. Date & time \_\_\_\_\_ Score \_\_\_\_\_ Letter sent on \_\_\_\_\_

Additional: \_\_\_\_\_

Criticall Date & time \_\_\_\_\_ Overall % \_\_\_\_\_ KPH \_\_\_\_\_ Letter sent on \_\_\_\_\_

Additional: \_\_\_\_\_

Interview Date & time \_\_\_\_\_ Comments \_\_\_\_\_

**EMPLOYMENT HISTORY (PLEASE TYPE OR PRINT LEGIBLY) LIST CURRENT FIRST—When describing Job Duties, list skills learned/used applicable to job applied for—Attach additional pages as needed**

CURRENT \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
POSITION \_\_\_\_\_  
FROM \_\_\_\_\_ TO \_\_\_\_\_ MAY WE CONTACT EMPLOYER \_\_\_\_\_  
REASON FOR LEAVING THIS POSITION \_\_\_\_\_  
JOB DUTIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EMPLOYER \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
POSITION \_\_\_\_\_  
FROM \_\_\_\_\_ TO \_\_\_\_\_ MAY WE CONTACT EMPLOYER \_\_\_\_\_  
REASON FOR LEAVING THIS POSITION \_\_\_\_\_  
JOB DUTIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EMPLOYER \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
POSITION \_\_\_\_\_  
FROM \_\_\_\_\_ TO \_\_\_\_\_ MAY WE CONTACT EMPLOYER \_\_\_\_\_  
REASON FOR LEAVING THIS POSITION \_\_\_\_\_  
JOB DUTIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EMPLOYER \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
POSITION \_\_\_\_\_  
FROM \_\_\_\_\_ TO \_\_\_\_\_ MAY WE CONTACT EMPLOYER \_\_\_\_\_  
REASON FOR LEAVING THIS POSITION \_\_\_\_\_  
JOB DUTIES \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**REFERENCES (PLEASE PRINT)**

| NAME  | RELATIONSHIP | TELEPHONE (day/evening) | YEARS |
|-------|--------------|-------------------------|-------|
| _____ | _____        | _____                   | _____ |
| _____ | _____        | _____                   | _____ |
| _____ | _____        | _____                   | _____ |
| _____ | _____        | _____                   | _____ |

**OTHER INFORMATION**

DRIVERS LICENSE NUMBER \_\_\_\_\_ STATE \_\_\_\_\_ EXP DATE \_\_\_\_\_

NAME OF FRIENDS AND/OR RELATIVES EMPLOYED BY THIS ORGANIZATION \_\_\_\_\_

\_\_\_\_\_

DATE AVAILABLE TO START: \_\_\_\_\_

**TRAINING AND MILITARY HISTORY**

PRESENT MILITARY STATUS \_\_\_\_\_

BRANCH OF SERVICE \_\_\_\_\_

LIST TRANSFERABLE SKILLS DIRECTLY RELATED TO THE JOB DESCRIPTION AND/OR TRAINING RECEIVED THAT WOULD HELP YOU IN THE POSITION OF EMERGENCY COMMUNICATIONS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**ACKNOWLEDGEMENT (PLEASE READ CAREFULLY)**

I hereby certify that the information contained in this application form and in any attachments listed below (hereafter made a part of this application) is true and correct to the best of my knowledge and I agree to have any of the statements checked by the organization unless I have indicated to the contrary. I authorize the references listed above to provide the company any and all information concerning my previous employment and any pertinent information they may have. Further, I release all parties and persons from any and all liability for any damages that may result from furnishing such information to the company as well as from the use or disclosure of such information by the organization or any of its agents, employees or representatives. I understand that there will be a criminal records check conducted based on the information provided in the application. **I ALSO UNDERSTAND THAT ANY MISREPRESENTATION, FALSIFICATION OR MATERIAL OMISSION OF INFORMATION ON THIS APPLICATION MAY RESULT IN MY FAILURE TO RECEIVE A JOB OFFER, OR, IF I AM HIRED, IN MY DISMISSAL FROM EMPLOYMENT.**

ATTACHMENTS \_\_\_\_\_

APPLICANTS SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

# SUPPLEMENTAL QUESTIONNAIRE

**A career in public safety communications requires extensive training and the ability to develop complex skills. A successful candidate should possess or have the ability to develop the following skills and abilities during training. Using a separate sheet of paper, list specific examples that describe your potential to develop and/or how you have demonstrated the following skills and characteristics either from a job, training/education or other life experience—**

*Answer each question individually and completely. Your answer sheet must accompany your application to be considered as a candidate for this position. Résumés may be added to the completed packet—but will not be accepted in place of the completed application form and questionnaire.*

#1 To become a successful 9-1-1 call taker and public safety dispatcher, you must be able to respond rapidly and effectively to emergency situations while maintaining your emotional composure and your work must continue to be organized and accurate throughout periods of stress and high activity. Describe your skills and experience working under pressure using specific examples from a past employer or class as a reference: Include techniques that you used to prioritize multiple time critical tasks and ensured that detailed data is accurate in situations where you could only partially complete one task before beginning another.

#2 Operation of complex multi-function telephone and radio consoles used at YCOM requires visual and auditory acuity to handle incoming calls while monitoring and handling radio traffic on multiple frequencies. In addition to being able to read and discern visual images on a variety of media such as color-coded computer screens, a successful candidate must have the ability to hear and understand sound sources in person and through a communications headset, radio speakers and/or standard telephone handset. Please list specific examples of your ability to accurately interpret and act on simultaneous verbal and visual cues from multiple sources.

#3 In a closed environment such as a dispatch center, there are frequent opportunities to demonstrate interpersonal skills associated with teamwork, interacting with co-workers, public relations and flexibility. Referencing a specific employer or other situation, list experiences that demonstrate your ability to promote positive work relationships using your communications skills. Include an example of a contribution that made your work team more effective through your actions.

#4 Part of the requirement to work in a dispatch center includes working rotating shifts that cover 24 hours a day, 365 days a year. Currently, YCOM employees work a mix of 8 and 10 hour shifts covering days, swing and night time hours with shifts rotating every 3 months. This includes working weekends, holidays, and overtime as needed. Successful candidates must have the ability to remain seated at the same workstation for 8 to 15 hours at a time with minimal breaks and commit to working these kinds of hours as well as scheduled overtime and overtime on short notice. Describe your ability to meet the demands this type of work schedule places on you both physically and emotionally as well as your family. Include specific examples from a past employer if available.

#5 A successful candidate must be able to manipulate a computer mouse, move around a keyboard and computer screen and be able to key in information rapidly and accurately. List your experience in computer keyboarding by referencing a specific employer or class. Typing speed of 40 wpm requires computer keyboarding skills of a level needed to accomplish the work and maintain timelines required by the Department.

#6 The person selected to fill this position must be skilled at communicating with customers from diverse backgrounds and age groups. This could include people from different ethnic backgrounds, seniors, small children and people with disabilities. Please describe how your experience and training have given you the ability to communicate effectively.

#7 Any career in public safety requires a basic understanding of the importance of confidentiality under a wide-range of circumstances. Knowing that refusal may cause conflicts, how will you handle the eventuality of a friend or family member asking questions about a police investigation or asking you to make a computer inquiry on their behalf?

#8 The person selected for this position must have or be able to develop an above average level of knowledge and understanding of area geography and land marks to ensure emergency services are dispatched to the correct location. In addition to the training you will receive from YCOM, what will you do to ensure you acquire this knowledge?

**Applications are available online at [www.ycom911.org](http://www.ycom911.org) or at the McMinnville Police Department, 121 SW Adams St, McMinnville, OR 97128. For further information or to have an application mailed, please call (503) 434-6500. Completed, signed applications may be turned in at the front counter of the McMinnville Police Department or mailed to YCOM 121 SW Adams Street, McMinnville, OR 97128**