



SOUTHWEST CENTRAL DISPATCH

8911 West 95th Street • Palos Hills, IL 60465
Phone (708) 448-6180 Fax (708) 448-9823

EMPLOYMENT APPLICATION PACKAGE

Dear Applicant:

If you are looking for a professional career with exciting moments helping people in need, Southwest Central Dispatch ("SWCD") will consider your application for the position of a 911 Telecommunicator. SWCD is a modern technologically advanced, state-of art, multi-jurisdictional 911 dispatch center providing Police, Fire and EMS service to nine agencies through a two-county area encompassing a population of over 105,000 people. The full-time starting salary range is \$57,016.00 to \$65,606.00, dependent on qualifications and experience, plus a liberal employee benefits program. The part-time hourly rate is \$22.40 - \$30.04, dependent on qualifications and experience.

Previous experience in emergency dispatching within a computerized CAD environment in Police, Fire and EMS, although not necessary, is a plus. This position requires direct data entry, and applicants should possess good keyboard skills and have a working knowledge of a Windows environment. Applicants must have a high school diploma or the equivalent and understand and speak fluent English; must possess a valid driver's license; must pass written tests, and an oral interview; must pass a complete psychological evaluation and physical examination including vision, hearing and drug testing; and must successfully pass an in-depth background investigation.

This Employment Application Package includes a Telecommunicator Job Facts Sheet which is a general overview of the position as well as other forms and an application form. Review this package and complete all the required forms. If you wish to submit a resume along with your application or additional information you feel is relevant to the position for which you are applying, feel free to do so.

The completed application must be returned via the United States Post Office to Southwest Central Dispatch, 8911 W. 95th St., Palos Hills, IL 60465. The application must be post marked before February 26, 2025. Electronic submission of applications is not permissible. A test will be scheduled soon thereafter. You will be provided with a test date and time after your application has been reviewed. Southwest Central Dispatch is an Equal Opportunity Employer.

Yours very truly,

William D. Shanley
Director

COMMUNITIES SERVED
CHICAGO RIDGE • CRESTWOOD • LEMONT
NORTH PALOS FIRE PROTECTION DISTRICT
PALOS HEIGHTS • PALOS HEIGHTS FIRE PROTECTION DISTRICT
PALOS HILLS • ROBERTS PARK FIRE PROTECTION DISTRICT





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TELECOMMUNICATOR POSITION JOB FACTS SHEET

GENERAL STATEMENT OF POSITION: A Telecommunicator's primary function is to answer emergency and non-emergency calls for service, simultaneously entering information into a Computer Aided Dispatch system (CAD) by use of a typewriter-style keyboard. Based on the information obtained, the Telecommunicator determines the nature of the call and the priority to assign. The Telecommunicator dispatches the appropriate agency to the scene. This is done through the use of codes, radio and the CAD system. The Telecommunicator continuously updates information as it is received by entering it into the CAD, thus maintaining the current status of manpower and equipment. Additionally, the Telecommunicator is responsible for entering, retrieving and accurately interpreting information contained within the Law Enforcement Agencies Data System (LEADS) and the National Crime Information Center System (NCIC) as well as responding to public works, utility and community service calls for service and/or repair.

SCHEDULING: Southwest Central Dispatch (SWCD) operates as a public safety emergency service provider, twenty-four (24) hours a day. Typically, the shifts are eight (8) hours in length 12:00 AM (midnight) to 8:00 AM, 8:00 AM TO 4:00 PM AND 4:00 PM TO 12:00 AM (midnight). All shifts, hours and assignments are subject to change with or without notice as the needs of the Center change. The normal work week is five (5) eight (8) hour shifts, Sunday through Saturday. The Center must be adequately staffed at all times and mandatory overtime may be assigned. Since each dispatch position is manned at all times, Telecommunicators must not be late for work. SWCD utilizes a "no-fault" Attendance and Tardy Policy, which must be adhered to by all employees. An employee who is late causes the outgoing employee to work overtime to cover the dispatch position. Absenteeism and tardiness will not be tolerated and will result in termination. Telecommunicators must be prepared to remain in the Center for a minimum of eight (8) hours. The Telecommunicators must schedule breaks and lunch with the SWCD Shift Manager. Uninterrupted breaks and lunch are not guaranteed. Under exigent circumstances, a Telecommunicator may be required to work twelve (12) to sixteen (16) hours. Telecommunicators are required to be available for "call-in" overtime when necessary. Additionally, they may be required to participate in an "on-call" program in which they are subject to be called in for duty on short notice.

SUPERVISION: A Telecommunicator works under the direct supervision of an SWCD Shift Manager or Acting Shift Manager. A Telecommunicator must conduct their duties in accordance with established policies, procedures, rules and regulations, particularly those contained in the SWCD Policy and Procedure Manual. Additionally, in consideration of the numerous special and unusual circumstances which can be present in this occupation, a Telecommunicator is expected to exercise reasonable judgment and discretion.

TRANSPORTATION: A Telecommunicator must possess a valid driver's license and be able to provide transportation for themselves that will get them to the Center during the day, night, weekends, holidays and at odd times.

TRAINING: During the introductory period (15 months) of employment, new Telecommunicators must successfully complete an extensive and intensive training program. Throughout this training period, the employee must successfully complete a series of examinations, proficiency exercises and performance appraisals. Failure to successfully complete the training program and its examinations will result in termination of employment. Introductory and regular Telecommunicators will be required to attend various training programs on a continuing basis in order to maintain their skill level to insure the Center's efficiency. Comprehensive monitoring of on-the-job performance will be done during and after the introductory period. Failure to perform to known and expected standards during the introductory period will result in termination.

PHYSICAL REQUIREMENTS: The working environment of a Telecommunicator contains many elements which create high stress. These situations require a rapid response, especially in an emergency situation. The ability to perform multiple tasks at once is paramount to the position. A Telecommunicator must be capable of a multitude of assorted physical and mental tasks including but not limited to: sitting and/or standing for extended period of time; lifting boxes, stretching/reaching outward and upward with full range of motion; good keyboard skills; be able to read and write English; ability to hear and differentiate sounds between multiple speakers and various sources; visual acuity and color differentiation.

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Job Description

TELECOMMUNICATOR

Southwest Central Dispatch

General Statement of Essential Job Tasks:

The primary responsibility of the Telecommunicator is to provide emergency and non-emergency communications response to individuals and entities requesting police, fire or emergency medical services. Through professional information gathering, the Telecommunicator determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For calls requiring police/fire/EMS response, the Telecommunicator dispatches the appropriate agency to the scene, maintaining proper logs and paperwork (computer and/or manual) of all units dispatched. The Telecommunicator is additionally responsible for retrieving and accurately relaying to requesting field units information contained in the State (*LEADS*) and National (*NCIC*) computer systems, and for entering law enforcement data (*warrants, property and people*) in the appropriate computer system(s).

Supervision Received:

This position reports to a Shift Manager.

General Description of Essential Job Tasks:

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.

Answers 9-1-1 voice and TTY telephone calls requesting emergency services. Questions callers to determine the nature and location of the problem; extracts and records essential information and, when appropriate, provides emergency medical pre-arrival instructions as dictated by predetermined emergency medical dispatch guidecards. Calls back disconnects to determine nature and location of problem, enters information as appropriate.

Dispatches, via a radio console, emergency and other calls requiring police and/or fire and/or EMS response according to priority and availability of field units. Coordinates the response of primary, back-up and support units and/or other agency assistance as required. Maintains strict radio discipline at all times. Complies with FCC regulations and SWCD policies/procedures in the transmission of all radio traffic.

Monitors dispatched units' activities and receives and transmits to field units updated information as it's received.

Enters incident data into computer aided dispatch system and maintains various automated and manual logs, records and files relating to call-taking and dispatching activities.

Dispatches police response units to non-emergency situations such as lockouts, vandalism, abandoned vehicles, property damage reports, etc., as required.

Job Description

General Description of Essential Job Tasks, *continued*

Retrieves and accurately relays to requesting law enforcement field units information contained in State and National computer systems (*e.g. information regarding motor vehicles, driver's licenses, wants and warrants, etc.*). Enters warrants, property and/or people in the system(s) as appropriate.

Monitors fire, intrusion, panic and robbery alarms and contacts key holder(s) and others, as required by SWCD policy, to inform of alarm activity.

Notifies public works or utility service vehicles to respond to emergency repair service calls such as broken water mains, down power lines, etc.

Answers non-emergency (administrative) telephone lines, provides routine non-technical information upon request and refers all other inquiries to the proper person or department.

Essential Knowledge, Skills and Abilities:

Communications: Must have the ability to actively listen to others for an understanding of their needs and situations; ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person. Must be able to assertively control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient. Must be able to read and understand written correspondence, memoranda and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar and structure.

Decision-Making: Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objectivity in the decision-making process; the ability to effectively prioritize situations and information and make appropriate decisions based on information received. Must have the ability to learn and apply new information; the ability to handle a variety of rapidly flowing information at once; the ability to remember numerous details.

Interpersonal Relationships: Must be consistent in dealing with people; must be able to detach from callers' emotions, yet project an image of empathy (*i.e., avoid personal involvement*). Must have the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations. Must have the ability and willingness to accept criticism and/or discipline; the ability and willingness to accept responsibility for actions. Must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers (*i.e., teamworker abilities*). Must be able to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

Professional Attitude: Must have the ability to act in a mature, dependable fashion; ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all telephone and personal contact. Must have the willingness and ability to respect private, confidential information; the ability and willingness to support and carry out directives.

Job Description

Essential Knowledge, Skills and Abilities, *continued*

Quality of Work: Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress. Must have the ability to adjust to new or unique situations; and the ability and willingness to show initiative in completing work assignments.

Physical Abilities: Must have the ability to hear and understand sound sources coming through a communications headset and/or radio including the ability to hear and understand other outside sound sources while wearing a communications headset (*i.e., the ability to hear sound sources not coming through the headset; ability to hear through both ears*). Must have the ability to speak and write English clearly. Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps, and the ability to distinguish between colors on a color-coded computer screen. Must have the ability to type accurately on a computer keyboard while conversing with callers. Must have the ability to record names and numbers accurately (*i.e., not transpose numbers and/or letters*). Must have the ability to remain at the same workstation (seated or standing) for extended periods of time.

Technical Knowledge: Must acquire and maintain a working knowledge of public safety communications equipment, practices and procedures including but not limited to:

- Knowledge of functions and operation of computer aided dispatch (CAD) system.
- Knowledge of functions and operation of manual call-recording and dispatch system.
- Knowledge of functions and operation of telephone console, radio console, TTY and other standard Communications equipment.
- Knowledge of FCC rules and regulations applicable to radio broadcasts.
- Knowledge of proper use of ANI/ALI displays/information.
- Knowledge of basic telephone and radio techniques/procedures for handling incoming emergency calls and dispatching response units.
- Knowledge of basic police/fire/EMS complaint/dispatching terminology.
- Knowledge of proper use of emergency medical pre-arrival guidecard system.
- Knowledge of the proper procedure for 9-1-1 transfers; knowledge and understanding of the purpose of 9-1-1.
- Knowledge of proper use of LEADS and NCIC computer systems and functions.
- Knowledge of legal liability issues common to emergency call-taking, public safety dispatching and records keeping.
- Knowledge of the geographical area served (*e.g., familiarity with street names/layout; landmarks; numbering schemes; rivers; lakes; freeways, etc.*).
- Knowledge of proper preparation of required reports, logs and forms.
- Knowledge of SWCD policies, procedures and standards of expected performance.
- Knowledge of available resource materials and their use in performing job duties (*e.g., manuals, directories, maps, etc.*).

Professional Certifications: Must have the ability to obtain within the first year of employment and to maintain during employment:

- Basic Telecommunicator Certificate
- APCO Emergency Medical Dispatch Certificate (*or equivalent as approved by SWCD*)
- LEADS/NCIC Basic Certification
- CPR Certification
- Other certifications as determined by changing job requirements or SWCD.

Southwest Central Dispatch
8911 West 95th Street
Palos Hills, IL 60465

APPLICATION FOR EMPLOYMENT

Please Print in Black Ink:

Date: _____

PERSONAL INFORMATION

Name _____

Social Security No. _____

Address _____

Telephone No. (home) _____ (work) _____ (cell) _____

E-Mail Address _____

Are you legally eligible for employment in the United States? Yes No *(Proof will be required if hired.)*

Are you less than 18 years of age? Yes No *(We comply with child labor regulations.)*

Do you have a valid Drivers License? Yes No

Driver License Number: _____ State of Issue: _____ Expiration Date: _____

Have you been convicted of a crime in the past ten years, other than minor traffic violations? Yes No

If yes, describe in full: _____
(Note: The nature of the offense, the date, the surrounding circumstances and the relevance to the position applied for will be considered. Please write on the back or on additional pages if necessary.)

EMPLOYMENT DESIRED

Position(s) applied for: _____

Salary Desired: _____

Are you applying for: Regular Full-time Work Regular Part-time Work

If hired, on what date can you start work? _____

Please check the shifts that you are available for work Days Afternoons

Midnights

Can you work on Sunday? Yes No Can you work on Saturday? Yes No Can you work on Holidays? Yes No

Do you have any objection to working overtime? Yes No

Can you work overtime without prior notice? Yes No

Have you applied for employment with Southwest Central Dispatch before? Yes No. If yes, date: _____

Have you worked for Southwest Central Dispatch in the past? Yes No. If yes, dates employed: _____

Job Duties: _____ Reason for leaving: _____

Do you know anyone currently working for Southwest Central Dispatch? Yes No If yes, please state name and relationship: _____

WE ARE AN EQUAL OPPORTUNITY EMPLOYER. WE DO NOT BASE OUR EMPLOYMENT DECISIONS ON AN EMPLOYEE'S OR APPLICANT'S RACE, SEX, AGE, RELIGION, COLOR, NATIONAL ORIGIN, CITIZENSHIP, DISABILITY, OR ANY OTHER FACTOR PROHIBITED BY LOCAL, STATE OR FEDERAL LAW.

Have you served in the United States Military? Yes No. If so, what branch? _____

Describe any special military training you had: _____

EMPLOYMENT RECORD (Attach Sheet if More Space is Needed)

LAST EMPLOYER: NAME _____

ADDRESS _____

POSITION HELD _____ FROM _____ TO _____ SALARY _____

REASONS FOR LEAVING _____

SECOND LAST EMPLOYER: NAME _____

ADDRESS _____

POSITION HELD _____ FROM _____ TO _____ SALARY _____

REASONS FOR LEAVING _____

THIRD LAST EMPLOYER: NAME _____

ADDRESS _____

POSITION HELD _____ FROM _____ TO _____ SALARY _____

REASONS FOR LEAVING _____

If there have been any gaps in your employment during the last five years, please provide details in the space provided here: _____

EDUCATIONAL BACKGROUND

<i>SCHOOL</i>	<i>NAME & LOCATION</i>	<i>NO. OF YEARS ATTENDED</i>	<i>SUBJECTS STUDIED</i>	<i>DID YOU GRADUATE?</i>
HIGH SCHOOL				<input type="checkbox"/> YES <input type="checkbox"/> NO
COLLEGE/ UNIVERSITY				<input type="checkbox"/> YES <input type="checkbox"/> NO
OTHER				<input type="checkbox"/> YES <input type="checkbox"/> NO

Please provide any additional information that you believe would assist us in making our decision whether to hire you: _____

REFERENCES

Please list three people, who are not related to you and who are not previous supervisors, that you have known for at least one year, and whom we may contact as additional references.

<i>NAME</i>	<i>RELATIONSHIP</i>	<i>YEARS KNOWN</i>	<i>PHONE NO.</i>	<i>ADDRESS</i>

APPLICANT'S STATEMENT

I certify that the facts contained in this application are true and complete to the best of my knowledge. I understand that any false statements, omissions or misrepresentations on this application or made during the employment process may be considered sufficient cause for rejection of this application or dismissal if I have been employed, no matter when discovered by Southwest Central Dispatch. I also understand and agree that all information is subject to verification.

I hereby authorize Southwest Central Dispatch to thoroughly investigate my background, references, employment record and other matters related to my suitability for employment, and further authorize my former employers and any third party to disclose to Southwest Central Dispatch all reports and other information related to my suitability for employment, personal or otherwise, without giving me prior notice of such disclosure. In addition, I hereby release and hold harmless Southwest Central Dispatch, its employees and agents, contractual or otherwise, all former employers, and all references listed above, from any and all claims, demands or liabilities arising out of or related to such investigation or disclosure. I hereby authorize Southwest Central Dispatch and any consumer or credit reporting agency or bureau employed by Southwest Central Dispatch to make a consumer credit report in connection with this application.

I understand that if I receive an offer of employment, it will be conditioned on my taking a drug/alcohol test, and a medical examination. I further understand that, should this test indicate the presence of drugs in my system or that I am under the influence of alcohol, it may result in the rejection of my application for employment or my immediate discharge, if detected, discovered or reported after hire. I consent to this testing and examination and request that the results of such test(s) and examination be disclosed to Southwest Central Dispatch and I hereby release Southwest Central Dispatch, its employees and its agents, contractual or otherwise, from any and all legal liability flowing from my taking such test(s) and examination or my failure or refusal to take such test(s) or examination. I further understand that my refusal to take any requested test will result in my immediate elimination from further consideration of employment.

I understand that nothing contained in this application, or conveyed during any interview which may be granted, is intended to create an employment contract. I further agree that if I am hired, my employment is for no definite period and may be terminated at any time, without prior notice, at the option of either myself or Southwest Central Dispatch. I further understand that no representative of Southwest Central Dispatch has the authority to make any assurances to the contrary.

I understand that employment is contingent upon my complying with the employment verification requirements of the Immigration Reform and Control Act.

If hired, I agree to abide by all Southwest Central Dispatch work rules, policies and procedures relating to work performance and conduct.

I understand that Southwest Central Dispatch will consider this application only for up to 365 days, and that I will have to complete a new application if I want to be considered for employment after that period of time.

Signature of Applicant _____ Date _____

SOUTHWEST CENTRAL DISPATCH VOLUNTARY EEO ATTACHMENT

In a good faith effort to fulfill our affirmative action obligations, we ask you to complete the information below. This information is used to assist us with our government reporting and record keeping requirements.

Submission of this information is voluntary and refusal to provide it will not subject you to any discrimination. This attachment will be kept separate from the applicant file.

Applicant Identification (Please Print):

Name: _____ Date: _____
 Last First Middle

Position sought: _____

Race (Check one)

- | | | |
|--------------------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | White | A person having origins in any of the original peoples of Europe, North Africa, or the Middle East. |
| <input type="checkbox"/> | Black or African American | A person having origins in any of the Black racial groups of Africa. Terms such as "Haitian" or "Negro" can be used in addition to "Black or African American." |
| <input type="checkbox"/> | Hispanic or Latino (all races) | A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race. |
| | <input type="checkbox"/> | <u>Hispanic or Latino (White race only):</u> A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, and of the White race. |
| | <input type="checkbox"/> | <u>Hispanic or Latino (all other races):</u> A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, and of any race other than White. |
| <input type="checkbox"/> | Asian | A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. |
| <input type="checkbox"/> | American Indian or Alaskan Native | A person having origins in any of the original peoples of North America and South America (including Central America), and who maintains tribal affiliation or community attachment. |
| <input type="checkbox"/> | Native Hawaiian or Other Pacific Islander | A person having origins in any of the original peoples of Hawaii, Guam, Samoa or other Pacific Island. |

Sex (Check one)

Male Female

How did you find out about this job? (Check one)

- | | |
|--------------------------------------------------------------------|---------------------------------------------------------------------------|
| <input type="checkbox"/> Disabled organization or publication | <input type="checkbox"/> Reputation |
| <input type="checkbox"/> Referral; acquaintance, family, or friend | <input type="checkbox"/> State employment office |
| <input type="checkbox"/> Referral, former employee | <input type="checkbox"/> University/College: Please provide name
_____ |
| <input type="checkbox"/> Minority organization or publication | <input type="checkbox"/> Veteran organization or publication |
| <input type="checkbox"/> SouthTown Star Newspaper ad | <input type="checkbox"/> Walk-in |
| <input type="checkbox"/> Other _____ | |
-
-

SOUTHWEST CENTRAL DISPATCH

SELF-SCREENING

NAME: _____

DATE: _____

FOLLOW THESE INSTRUCTIONS:

The following requirements need to be understood by all candidates for this position. Please read all the questions first and then respond to each statement.

- | YES | NO | |
|-----|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [] | [] | 1. Are you willing to devote at least ten weeks to training? |
| [] | [] | 2. The classroom training is conducted Monday through Friday 0800 Hours until 1600 Hours, does your schedule allow you to attend the classroom training? |
| [] | [] | 3. Are you willing to work an irregular shift schedule during your probationary period, where one week you might be on day shift with Monday and Tuesday off, and the next week on midnights with Wednesday and Thursday off? |
| [] | [] | 4. Are you willing to work weekends and Holidays? |
| [] | [] | 5. Are you willing to rotate to any of the three shifts; days, afternoons and midnights? |
| [] | [] | 6. Are you willing to accept last minute changes in your work schedule that might require you to cancel personal plans? |
| [] | [] | 7. Are you willing to be subjected to abusive and profane language on the phone and deal with it unemotionally? |
| [] | [] | 8. Are you willing to take direction from a supervisor in front of your peers? |
| [] | [] | 9. Because you are working an eight hour shift with paid breaks and lunch periods, there may be times when you are required to forego lunch and coffee breaks due to understaffing or shift activity. Are you willing to give up breaks when necessary? |

- | YES | NO | |
|-----|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [] | [] | 10. Are you willing to work in an environment with few windows, little ventilation and temperatures that might be too cool or too hot for your personal comfort? |
| [] | [] | 11. Are you willing to be at a console that restricts your movements to a six-foot radius, except for your breaks and/or lunch periods during an eight hour shift? |
| [] | [] | 12. Are you willing to learn all functions of the job; complaint taking (answering questions, processing calls for citizens), law enforcement, ambulance and fire dispatching? |
| [] | [] | 13. Are you willing to read and study several hundred pages of manuals, fill in study guides and take written tests during your training period? |
| [] | [] | 14. Are you able to comprehend that when you process a call incorrectly that it could contribute to someone's property being lost or damaged, or someone being seriously injured or possibly killed? |
| [] | [] | 15. Are you willing to be closely supervised and questioned routinely about why you followed a certain course of action without taking it personally? |
| [] | [] | 16. This job requires you to copy information as it is being received, simultaneously digest what you heard and respond immediately. Is this something you would be able to do? |
| [] | [] | 17. Are you willing and able to deal calmly with angry people when the problem is not your fault? |
| [] | [] | 18. Are you willing to work a permanent shift? Which will most likely be the midnight shift (0000 to 0800 Hours)? |