

**CITY OF NORMAN
SUPPLEMENTAL QUESTIONNAIRE
COMMUNICATIONS OFFICER II**

Name: _____ Date: _____

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is questionnaire is a supplement to your application and will be used for further evaluation of your education, training, and experience as it relates to the COMMUNICATIONS OFFICER II position for which you applied. **FILL OUT THE QUESTIONNAIRE COMPLETELY EVEN IF THIS INFORMATION IS ON YOUR APPLICATION/RESUME!**

1. Have you been employed in any capacity involving the use of two-way radio equipment? _____Yes _____No If yes, indicate nature of job and length of experience.

2. Have you been employed in any capacity involving the use of computer equipment, or do you have other non-work related experience with such equipment? _____Yes _____No If yes, indicate type of computer, years of experience and approximate level of proficiency.

3. Have you been employed in any capacity involving the extensive use of telephones? _____Yes _____No If yes, describe your experience.

4. Have you been employed in any capacity that required you to handle multiple tasks simultaneously? (An example would be answering multiple telephone calls and dealing with them appropriately, working with computer equipment, and listening to and talking on two-way radio.) _____Yes _____No If yes, please describe.

5. The position of Communications Officer II involves all the following activities, many of which must be performed simultaneously: Answering incoming routine and emergency telephone calls; answering calls on the 9-1-1 system; dispatching police, fire, and paramedic personnel to calls from service and emergencies via two-way radio; receiving and acting upon transmissions from police, fire, and paramedic personnel in the field via two-way radio; performing computer queries and data entry; dealing with frightened, sick, angry, or otherwise emotional citizens on the telephone. Please indicate any skills, experience, or personal characteristics you have that you feel would benefit you in fulfilling these responsibilities.

6. Our operation is twenty-four (24) hours, seven (7) days a week which includes working weekends, holidays, and different shifts. During training you will rotate shifts with occasional short notices. Please briefly explain any experience or problems you might have with these circumstances.

EQUAL OPPORTUNITY EMPLOYER