



Green Cove Springs Police Department

Communications Officer Pre-Employment Acknowledgement

Applicant's Name: _____

Date: _____

Experience has shown that many applicants for the Communications Operator position consider only certain aspects of the position, while ignoring less appealing features. As a result, when new employees encounter undesirable job features, they sometimes react by leaving the position before training is completed or within a few months of release from the training program.

While there are many satisfying and rewarding aspects of the Communications Operator position, there is no question that they make significant contributions to the welfare and safety of our fellow citizens and law enforcement officers; however, it is important for applicants to carefully consider **BOTH** the negative and positive features of a new career **BEFORE** considering the position.

Below is a list detailing various aspects of the Communications Operator position that many applicants are often unaware of. This information is being provided as part of the application process, so that applicants may have a descriptive overview of topics that may be encountered in this type of position.

This information should be carefully considered when applying for the Communications Officer position. Applicants may consider discussing these topics with their families to determine the personal impacts of each item listed. This acknowledgement will become part of the applicant's permanent personnel file, should an employment offer be made and accepted.

SECTION I – WORKING ENVIRONMENT:

1. You must have regular and predictable attendance.
2. You must arrive for work on time with all issued equipment, and be immediately prepared for work.
3. You may be required to work different shifts in a 24 hour/day – 7 days/week work environment.
4. You may have no choice about which shift you are assigned to work.
5. You may have no choice about which days you work.
6. You may be required to work all shifts, including during the training period.
7. You may be required to work weekends on a regular basis.
8. You must be prepared to work any and all Federal, State and religious holidays on the recognized and/or actual date.
9. You must be prepared to work on personally important or special days; i.e. birthdays, anniversaries, sporting events, etc.
10. You must be able to obtain childcare for all types of shifts on a regular basis.
11. You must be able to obtain childcare for weekends and holidays on a regular basis.
12. You must be able to obtain childcare on short notice for shift coverage and other events.
13. You must be able to work voluntary overtime, before or after a shift, sometimes with little or no notices.
14. You may be asked to work mandatory overtime, before or after a shift, sometimes with little or no notice.
15. You must have reliable means for getting to your assigned shift that is also available for 24/7 call-out.
16. You must be willing to respond back to work with little to no notice.

17. Communications Officer must often be at their workstation for extended periods of time, including regularly eating meals at your workstation. Leaving the building is often restricted or prohibited during your shift; depending on work load, unscheduled breaks (i.e. to walk around, get coffee, etc.) are sometimes restricted.
18. You must be able to work within an organization structured on the military model; specifically, you must be willing to:
 - a. Work through a highly structured chain of command,
 - b. Have all phone and radio activities recorded,
 - c. Work in accordance with departmental policies,
 - d. Work in a restricted access area.
19. You must be able to work at a radio console and computer terminals for an entire shift.
20. You must be able to work at a console with three computer monitors, numerous radios and ringing telephones, while multi-tasking seamlessly between the computers (accurate typing required), telephone and radios.
21. You must be able to work in a confined room with low lighting.
22. You must be able to work in a high stress environment.
23. You must be able to get along with and assist your co-workers.
24. You must be able to receive criticism from co-workers, supervisors, law enforcement officers and civilians.
25. During the training period, you will receive daily observation reports, which will rate your job performance and provide feedback for specific areas in need of improvement.
26. You must be able to retain caller information so that it may be entered accurately into your computer in real time.
27. You must be able to work at a rapid pace.
28. You must be able to maintain concentration and attention for extended periods of time, often under intense conditions.

SECTION II – TYPES OF CALLS:

1. You must be able to answer calls and maintain composure under the following possible scenarios –
 - a. Caller is screaming at you,
 - b. Caller directs obscene language at you,
 - c. Caller is hysterical, intoxicated, irrational and/or confused,
 - d. Caller is difficult to understand or speaks another language,
 - e. Caller is suicidal; must be prepared to handle a call where the subject may commit suicide while on the phone with you,
 - f. Caller is involved in a violent crime in progress.
2. You must be able to answer and respond to law enforcement calls quickly and accurately.
3. You must be able to make quick decisions that may directly affect the safety of one or more persons.
4. You must be able to prioritize calls to be dispatched, to determine which will receive immediate response.
5. You must be able to maintain the safety of law enforcement officers at all times.

By signing below, I acknowledge that I have read, considered and understand each topic as described herein.

Signature

Date

Name – Printed