

## **Is a Career in Fire Dispatch Right for Me?**

Choosing a career as a Fire Dispatcher may be one of the best decisions you will make. The position offers many challenges and rewards along with the opportunity to make a positive difference in the lives of others. However, the job is not for everyone. There are several inherent realities of the position that you should understand if you are seriously considering 9-1-1 Fire Call Taking and Fire Dispatch as a career.

The following self-assessment survey has been established to help you determine whether a career in 9-1-1 Fire Call Taking and Fire Dispatch is right for you. Each of the following statements describes an important quality, characteristic or consideration required of a call taker or dispatcher.

**Consider these statements carefully, and be honest with yourself.**

<b>Statement</b>		<b>Yes</b>	<b>No</b>
1.	I would enjoy working in an environment that helps people in crisis situations.		
2.	I would enjoy working in an environment that requires managing sustained periods of moderate to high levels of stress.		
3.	I would enjoy working in an environment that involves interaction with a diverse mix of cultures, nationalities, and languages.		
4.	I am willing and able to work on weekends, as well as religious and statutory holidays as scheduled.		
5.	I am willing and physically able to work shifts that are 10 to 14 consecutive hours in length.		
6.	I am willing to have my meal and rest breaks interrupted or postponed if required.		
7.	I am willing to have my personal, social, and family time disrupted because of the demands of my work schedule.		
8.	I am willing and able to deal professionally and non-judgmentally with distressed callers using profane language & sometimes over the telephone.		
9.	I am willing to adhere to established protocols, procedures, rules and regulations.		

10.	I will be able to report to work on time, in any kind of weather condition.		
11.	I am willing to accept work direction and critical feedback from peers and Supervisor.		
12.	I am willing to work flexible shifts as a relief employee for a significant period until full-time employment is available.		
13.	I am willing and able to sustain long periods of time restricted to my workstation.		
14.	I am accountable for own actions.		
15.	I conduct myself with integrity.		
16.	I can exercise common sense.		
17.	I can be assertive and direct when required.		
18.	I can remain calm and focused in pressure situations.		
19.	I can work effectively in a team environment.		
20.	I can exercise sound judgment in an emergency situation.		