



Last Name
(Please Print)

First Name

**CITY OF CITRUS HEIGHTS – SUPPLEMENTAL QUESTIONNAIRE
POLICE DISPATCHER II**

Instructions:

Each candidate must complete this Supplemental Questionnaire as part of the application and screening process. Initial evaluation of your qualifications for this position will be determined by your responses and the manner in which you respond to these questions, in addition to information you provide on the standard City Employment Application. If you submit additional information by resume and/or cover letter, these will also be used to assess your experience, knowledge, skills, and abilities relative to the needs of the City.

APPLICATION SCREENER(S) WILL NOT REFER TO YOUR RESUME RELATIVE TO YOUR RESPONSES TO THIS QUESTIONNAIRE. Do not write “See Resume” as a response for any question.

Clarity, conciseness, and completeness of responses are factors considered in the qualification screening process of these responses. Responses will be evaluated and only those applicants who demonstrate the best potential in meeting the City’s needs will be given further consideration in the selection process. Enter, type, or write legibly; address each question separately; and limit your answers to no more than one (8-1/2” x 11”) page per question. If your responses are handwritten, they must be legible if they are to be considered as part of the required application materials.

1. Describe a particularly complicated call for assistance that you received/ dispatched services as a Police Dispatcher and include a discussion of why the call was complicated.
2. Describe all of your training and certification. Please also outline any other special skills or abilities that you would bring to the Citrus Heights Police Department.
3. Provide an example from your work experience in which you provided customer service that went “above and beyond” expectations.
4. What interests you about working in a police organization and specifically for Citrus Heights Police Department?
5. What do you believe to be the most difficult challenge in working in a 9-1-1 Center? What will you do to problem solve this type of challenge?
6. If you had an idea for a new project, how would you communicate it to your co-workers and supervisors and get it approved?
7. Think of a major accomplishment you had in your present job. What aspect did you find most satisfying?

Instructions:

This position requires that you type a minimum of 35 words per minute (net of errors). By signing the verification statement below, you are attesting that you are able to meet this requirement. If you advance in the selection process, you may be required to demonstrate this ability.

I hereby certify that my answers to the questions on this application are complete and true to the best of my knowledge. I agree and understand that any misstatement of material fact contained in this application will cause me to forfeit all rights to employment with the City of Citrus Heights.

Applicant’s Signature

Date