



Name (Please Print)

**CITY OF CITRUS HEIGHTS – SUPPLEMENTAL QUESTIONNAIRE
Police Dispatcher II**

#10642

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. Do you possess a California POST Dispatcher Certificate? Yes or No
2. What types of computer documents, spreadsheets, presentations, flyers, and brochures have you created and which programs have you used to create the documents?
3. Describe your working experience with police records and paperwork processing.
4. Provide an example of an innovative change you have initiated.
5. Provide examples of times when you have gone “above and beyond” in your customer service skills. Include one example for external customers and one for internal customers.
6. What would your current or most recent supervisor identify as your greatest strength? Weakness?
7. Provide an example where you used your problem solving skills to resolve a particularly difficult work situation?
8. Why do you want to work for the City of Citrus Heights?

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 will 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