



## 911 Communications Operator Self Assessment

Before applying for the Communications Operator position, it is important to assess whether this challenging and dynamic role aligns with your skills, temperament, and career goals. As a Communications Operator, you will be the critical link between the public and emergency responders, making fast and accurate decisions that can impact the safety and well-being of others. This role requires the ability to remain calm under pressure, strong communication abilities, and a high degree of accuracy.

This self-assessment checklist is designed to help you reflect on the key responsibilities, qualifications, and demands of the job to ensure that you are well-suited for the position. By reviewing this list, you can determine if you are both willing and able to handle the unique challenges of being a Communications Operator with the City of Medicine Hat, as well as enjoy the rewards that come with serving your community.

Consider each question carefully to evaluate whether this career opportunity matches your strengths, skills, and lifestyle preferences. If you feel confident that this sounds like you, the Communications Operator role may be the perfect fit for you!

### SELF ASSESSMENT

#### Ask Yourself: Am I Able and Willing?

- Do I enjoy working in an ever changing, fast paced environment?
- Am I problem solver?
- Can I remain calm and focused during emergency situations?
- Am I able to manage stressful circumstances while making quick, accurate decisions?
- Can I effectively communicate with a wide range of people, including emergency personnel, colleagues, and the public?
- Do I gain a sense of satisfaction from keeping my community safe?
- Do I maintain a high level of professionalism, both on and off duty?
- Am I able to maintain strict confidentiality of all information?
- Am I willing and eager to continuously learn and improve my skills?
- Do I strive to build and maintain positive relationships in a team environment, collaborating with others?
- Am I self-aware and proactive in seeking continuous self-improvement?
- Do I actively engage in self-care strategies to maintain a healthy work-life balance?
- Am I willing to work various shifts, including nights, weekends, and holidays, as part of a 24/7 emergency operation?**