

Candidate: _____

Date/Time: _____

Overall: - = +

Q: Why did you choose to apply for a 911 dispatcher position?

- = +

Q: How does being a dispatcher at Livingston County 9-1-1 fit your overall future career intentions? Long term commitment desired, even if dispatch is not their ultimate goal.

- = +

Q: 100% of people are motivated 100% of the time. What motivates you?

- = +

Q: How would you deal with a co-worker who violated a company policy? Chain/Do they add weight to what or why they would deal in a particular way?

- = +

Q: Tell us about a time where you had to go against the common wisdom, or the advice of a co-worker. Conflict resolution.

- = +

Q: **Tell us about a good decision you made recently at work or home.**

- = +

Q: **Tell me about a time when you received negative feedback from your supervisor. How did you handle this?** The interviewer is looking at your ability to handle disappointment and rejection. Show how they handle criticism while maintaining enthusiasm and performance.

- = +

Q: **Tell me about a time you had to quickly adjust your work priorities to meet changing demands (Adaptability).**

- = +

Q: **How do you generally resolve conflicts?** Chain of Command

- = +

Q: **Describe a time when you were faced with a stressful situation and tell us how you were able to manage (stress tolerance).** Performance under pressure is what we want described.

- = +

Q: Do you work better alone or with a group? Why?

- = +

Q: Have you ever been disciplined, reprimanded, or suspended by an employer? Why?

- = +

Q: What is the most important quality you want your supervisor to possess?

- = +

Q: Describe one type of person you find it most difficult to get along. (Pause for answer) How do you overcome/work with that person?

- = +

Q: Complete this sentence: I feel my supervisor or manager should never.... Most likely what was done to them.

- = +

Q: As a 911 dispatcher, when off-duty, do you feel you should be held to a higher standard of behavior in public? Why?

- = +

Q: **How would you promote a positive attitude within this department?**

- = +

Q: **If you are late for your shift, what should I as your employer do regarding your tardiness? Do they add weight to breaking a rule?**

- = +

Q: **Give me an example of a complex process you had to explain to someone else.**
(Looking for how they answer – break down the process in a step by step fashion without prompting.)

- = +

Q: **Describe how you control mistakes in your work. Detail/check work.**

- = +

Q: **Our shifts are 6 am until 6 pm and 6 pm until 6 am.**

- **Are you able to work either shift?**
- **Do you have any problems working night?**
- **Holidays?**
- **Weekends?**
- **16 hour shifts?**
- **Overtime? Voluntary overtime? Mandatory overtime?**

Q. **Do you have any questions for the panel?**