

# 9-1-1 Call Taker Self-Assessment

Before you apply, consider these questions to see if a career as a 9-1-1 call taker, helping to save lives and protect property, is the right fit for you.

## Ask Yourself:

- Do I have a strong commitment to customer service and motivation to serve the public?
- Do I align with E-Comm's core values: respect, accountability, integrity, service and collaboration?
- Do I get along with coworkers and am I able to work harmoniously?
- Am I comfortable learning new things every day and receiving regular feedback from my peers and management?
- Have I considered the impact of rotating shift work on my personal life?
- Do I have a support system and self-care strategies in place that will help me cope with a busy job that puts me in direct contact with people in distressing situations?

## Are You Willing & Able To:

- Work in a busy call centre environment with both expected and unexpected ups and downs in call volume?
- Work a rotating 12-hour shift schedule?
- Spend the first 9 months in a probationary status undergoing regular training in a variety of settings (classroom, self-study, online, and on-the-job)?
- Learn all facets of a multi-tasking job: call/complaint-taking, automated data entry, and transfer law enforcement inquiries?
- Accurately input information as it is being received and ask probing questions to obtain more information as required?
- Deal calmly and professionally with the public, regardless of their reason to call, and help every caller, free of judgment, stereotype or discrimination?
- Not let abusive or profane language impact how you handle a call?
- Maintain an excellent level of service while dealing with a vast variety of crisis calls?
- Ask for help when you need it?

