

INTERVIEW

20 “911 Dispatcher” Interview Questions and Answers



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If you are looking to land a job as a 911 dispatcher, you need to be prepared to answer a wide range of questions. To help you prepare, we have gathered a list of common 911 dispatcher interview questions and answers.

In this article, we will cover the questions you are likely to be asked in your interview and provide tips on how to answer them to help you stand out from the competition. Read on to learn more about what you can expect in a 911 dispatcher interview.

The Highlights

1. What Got You Interested in This Job?

The interviewer is asking this question to gain insight into your motivations for applying for the position and to assess your level of enthusiasm for the job. When answering this question, you should focus on the aspects of the job that excite you and explain why they appeal to you. For example, you could mention that you find the challenge of being a 911 dispatcher appealing and that you enjoy being able to help people in need.

Example: *I have always been interested in public service and I believe that being a 911 dispatcher is one of the most important roles in public safety. The opportunity to help people in need in an emergency is a great honor and I am excited to be a part of this team.*

2. Why Do You Want to Work in Our Department?

The interviewer wants to understand what motivates you to apply for the position and how your skills and experience make you a good fit for the role. To answer this question, explain why you are passionate about the work of a 911 dispatcher and how your qualifications and experience make you a good fit for the job. Be sure to emphasize why the position is the right fit for you.

Example: *I have always been passionate about helping people in difficult situations, and I believe that by working in your department I can use my skills to make a real difference in the lives of those in need. I am excited to join a team of highly trained professionals and work together to provide a vital service to the community.*

3. What Do You Value Most in A Career?

The interviewer is trying to understand what is important to you in a career. When responding to this question in a 911 dispatcher interview, you should focus on qualities that are important for the job, such as being organized, having excellent communication skills, being able to work under pressure, and being able to work with a team. Additionally, you might want to emphasize the importance of having a sense of purpose and job satisfaction.

Example: *I value the opportunity to help people in need and make a positive impact in my community. I take great pride in being able to aid those who are having an emergency, and I strive to always provide the best service possible.*

4. What Is Your Greatest Strength?

The interviewer is asking this question to assess how well the candidate can use their skills and strengths to excel in the role of a 911 dispatcher. The candidate should answer this question by providing examples of their greatest strengths such as their ability to stay calm under pressure, their excellent communication and problem-solving skills, and their ability to remain organized in high-pressure situations.

Example: *“My greatest strength is my ability to remain calm in stressful situations and think logically. I have worked as a 911 dispatcher in the past, and I was able to remain composed and provide efficient service to callers during highly stressful emergency situations”*

5. What Is Your Greatest Weakness?

The interviewer is trying to assess your self-awareness and ability to evaluate yourself honestly. When answering this question in a 911 dispatcher interview, it is important to focus on a specific weakness, but also explain how you are proactively working to overcome it.

Example: *My greatest weakness is that I sometimes struggle to stay organized when managing multiple tasks simultaneously. I have been working on developing better organizational systems and scheduling to help me stay on top of my tasks.*

6. How Would You Describe a Typical Work Day for A 911 Dispatcher Like Yourself?

The interviewer is asking this question to gain an understanding of what a typical workday is like for a 911 dispatcher. When answering this question, you should explain the various duties that a dispatcher typically performs daily. This could include answering emergency calls, dispatching appropriate response teams, recording, and tracking calls, and communicating with other emergency personnel.

Example: *As a 911 dispatcher, my typical work day involves answering emergency calls, gathering information from callers, determining the nature of the emergency, dispatching the appropriate personnel, and providing support and assistance to callers. Additionally, I am responsible for maintaining accurate records of all calls, documenting any follow-up actions, and conferring with other emergency services personnel to coordinate an effective response.*

7. How Do You Handle Stress and Pressure?

The interviewer is looking to find out how well you can manage stressful situations in the 911 dispatcher role. You should answer by discussing how you can take deep breaths, stay composed, and stay organized to manage stress and pressure.

Example: *I handle stress and pressure by taking deep breaths, staying organized and prioritizing tasks, and asking for help when needed. I also find it helpful to break down large tasks into smaller, more manageable ones.*

8. How Do You Handle Angry or Abusive Callers at Work?

The interviewer wants to know how the candidate would handle a situation in which they have to interact with a caller who is angry or abusive. They are looking to assess the candidate's problem-solving and communication skills, as well as their ability to remain calm and professional in difficult situations.

Example: *An angry or abusive caller can be very difficult to handle. I have experience dealing with challenging situations, so I use active listening techniques to try and understand the caller's issue and validate their feelings. I remain professional and courteous throughout the call and try to de-escalate the situation by providing the caller with options and solutions.*

9. What Kind of Training Did You Receive as A 911 Dispatcher, And What Did You Learn from It?

The interviewer is asking what type of training you received as a 911 dispatcher and how you applied it to your work. They want to know how your training prepared you for the job, and what specific skills you were able to gain from it.

Example: *"I received training in emergency medical dispatch, communication, customer service, and how to use the computer-aided dispatch system. I learned how to stay calm in high-pressure situations, how to prioritize calls, how to provide helpful information to the caller, and how to accurately record the details of each call"*

10. Have You Ever Won Any Awards or Scholarships for Your 911 Dispatcher Skills?

The interviewer is asking if the candidate has ever received any recognition for their skills as a 911 dispatcher. This could include awards, scholarships, or any other type of recognition. The interviewer is looking for a candidate who has demonstrated excellence in their field and taken the initiative to go above and beyond in their duties.

Example: *Yes, I have won several awards and scholarships for my 911 Dispatcher skills. Last year I was presented with the Emergency Services Award for my performance in handling emergency calls and providing effective communication with the public.*

11. Why Should We Hire You as a 911 Dispatcher Instead of Someone Else from the Outside Who Has Been a Dispatcher Before?

The interviewer wants to know why you are the best candidate for the job. They want to know what qualifications, experience, skills, and knowledge make you the ideal candidate for the role. They want to know why you would be better than another candidate who has been a dispatcher before.

Example: *I bring enthusiasm for the job, as well as in-depth knowledge of the department and the city that I have gained as a current employee. I am extremely organized and have a proven track record of success when it comes to handling emergency situations. I am confident that I can be an asset to the team and help enhance the quality of service the 911 dispatcher provides.*

12. Would You Be Able to Deal Well with Stress and Emergency Situations on the Job as A 911 Dispatcher at Our Department?

The interviewer wants to know if the candidate is capable of handling stress and emergency situations professionally and efficiently while on the job as a 911 dispatcher. They are looking for a candidate to demonstrate their ability to stay calm, think clearly, and take appropriate action when faced with stressful and potentially dangerous situations.

Example: *“Yes, I am confident in my ability to handle stressful and emergency situations while working as a 911 dispatcher. I have a calm and collected demeanor and can think clearly and logically in high-pressure situations. Additionally, I have experience in crisis management, which I believe would be an asset in this role”*

13. What Does A 911 Dispatcher Do?

The interviewer is asking what the role of a 911 dispatcher is. This role typically involves receiving emergency calls, dispatching appropriate emergency personnel and services, providing advice and support to callers, and managing radio systems.

Example: *A 911 dispatcher is responsible for receiving emergency calls, assessing the situation, dispatching the appropriate resources on time, and providing medical advice until help arrives. They also enter data into the computer system and provide support to callers until help arrives.*

14. What Training Is Provided to 911 Dispatchers?

The interviewer is asking what type of training is provided to 911 dispatchers to enable them to do their job effectively. This could include training on emergency protocols, communication techniques, and other important topics related to their role.

Example: *911 dispatchers typically receive training in communication and critical thinking skills, emergency call-taking procedures, emergency medical dispatch protocols, and customer service.*

15. How Has Technology Changed the Role of a 911 Dispatcher?

The interviewer wants to know how technological advances have changed the role of a 911 dispatcher. They are likely looking for an understanding of how technology has increased the efficiency and accuracy of emergency response, as well as how technology has enabled dispatchers to better respond to calls for help.

Example: *“Technology has had a significant impact on the role of a 911 dispatcher. Through the use of computer-aided dispatch systems, dispatchers can quickly and accurately send the appropriate responders to an emergency situation. Dispatchers also use technology to track the progress of responders and ensure that the most efficient route is taken.”*

16. What Skills Are Important for a 911 Dispatcher?

The interviewer is asking what skills are necessary for a 911 dispatcher to possess to be successful in the role. Skills such as strong communication, problem-solving, empathy, and the ability to remain calm under pressure are important for a 911 dispatcher to have.

Example: *“A 911 Dispatcher should possess strong communication skills, be able to remain calm in stressful situations, have excellent problem-solving skills, and be able to make quick decisions based on the information provided. Additionally, having good organizational skills, being able to multitask, and having knowledge of local laws and regulations are also important skills for a 911 Dispatcher”*

17. What Qualities Should A 911 Dispatcher Have?

The interviewer is asking the candidate to describe the qualities they believe a 911 dispatcher should possess to be successful in the role. These qualities may include being able to remain calm and composed in high-pressure situations, having good problem-solving skills, excellent communication and multitasking abilities, and being able to work well with others.

Example: *A 911 dispatcher should have excellent communication skills, strong decision-making abilities, quick thinking, and a calm demeanor in stressful situations. They should also be well-versed in emergency protocols and procedures and have a strong understanding of local geography.*

18. Which Skills and Qualities Should I Highlight in My Interview?

The interviewer is asking the candidate to provide examples of their relevant skills and qualities that make them a good fit for the role of a 911 dispatcher. The candidate should provide examples of their customer service skills, problem-solving skills, communication skills, and ability to work under pressure.

Example: *My qualifications for a 911 Dispatcher position include excellent communication and customer service skills, excellent time management, attention to detail, and the ability to remain calm and professional in high-stress situations.*

19. How Do I Prepare for a 911 Dispatcher Interview?

The interviewer is asking how to best prepare for the interview. This may include researching the position and the company, preparing answers to common questions, and familiarizing yourself with the job duties of a 911 dispatcher. Additionally, it may be beneficial to practice responding to questions and consider any potential scenarios to be prepared for any questions that may arise.

Example: *“To prepare for a 911 dispatcher interview, research the job requirements and the duties of the position thoroughly. Additionally, practice answering common interview questions, such as questions about your experience, qualifications, and knowledge of emergency services. Finally, ensure you are familiar with the company and the specific role you are interviewing for”*

20. Why Did You Choose to Become A 911 Dispatcher?

The interviewer is asking this question to gain insight into the candidate’s motivations for choosing to become a 911 Dispatcher. They want to understand why the candidate decided to pursue this particular field as a career.

Example: *“I chose to become a 911 dispatcher because I am passionate about helping others in emergency situations and have a strong desire to make a difference in my community. I also have excellent communication and problem-solving skills which make me well-suited for this role”*