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Police Records & Communication Specialist, 2018-29 Prequalifying Questions

Please complete the following prequalifying questionnaire providing the information requested about your experience and background to include listing employer(s), dates of employ **answer with 'See Resume', you will not be considered for this posting.**

This questionnaire will be scored. **The information you provide in the answers below will be used to determine if you will proceed to the next phase of the selection process** verifiable on your application to be given credit.

* 1. Please select one of the following as to how you meet the minimum qualifications for this position:

- a. I have a minimum of two (2) years of experience (full time equivalency) in an office environment with frequent public contact and multi-clerical functions and occasional stress
 b. I have completed one year of formal training or coursework in law enforcement and have one (1) year of experience (full-time equivalency) in an office environment with frequent public contact
 c. I have a combination of experience and education or training that provides the required minimum qualifications for this position.

* 2. If you selected 'c', please describe how you meet the minimum requirements for this position. (If you selected 'a' or 'b', please enter n/a.)

CRIMINAL CONVICTION: Conviction of a crime is not an automatic disqualification. Factors such as the nature and seriousness of the crime, the length of time since conviction and/or have applied.

* 3. Have you ever been CONVICTED, pled GUILTY or NO CONTEST or FORFEITED BOND or BAIL for any crime?

- No Yes

* 4. If YES, please describe your criminal convictions. If this does not apply, please indicate "N/A".

* 5. In order to be eligible to receive Veteran Preference Points, a completed form and supporting documentation must be submitted to Human Resources before the closing date an email, fax, or in person. Refer to the Job Posting for more information and required form.

- I understand a form and supporting documentation must be submitted by the closing date to be eligible to receive points n/a

Please review your information for accuracy and completeness. You will not be allowed to return to this page after moving to the next page of the application.

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Police Records & Communication Specialist Supplemental Questionnaire 2018-29

Please answer the following questions about your education and experience:

* 1. City of Springfield employees provide service to a variety of people who have different backgrounds and values. Describe how your work experience has prepared you to work with people whose cultural, ethnic or economic backgrounds differ from your own.

* 2. The Police Records and Communication Specialist position receives and evaluates incoming emergency and non-emergency calls, and handles a variety of complaints. Please describe your experience working with angry, upset and/or abusive individuals and what actions you took to resolve the situation(s).

* 3. Please describe your experience adjusting priorities and remaining focused while working in an office environment with frequent public contact, multi-tasking clerical functions, and answering phones. Please include what type of business it was, and an approximate number of phone calls you took each day.

* 4. This position requires receiving payments for dog licenses, bail and other charges, and returning correct change as necessary. Please describe your experience with cash handling and payment reconciliation. Please

include what type of business it was, and an approximate number of daily payment/cash transactions.

Thank you.

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