



DISPATCHER PANEL INTERVIEW PREP

Mock Interview Set Two



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Q1: Please describe the daily operations of a 911 dispatcher?

Q2: Tell us about a time a workplace policy conflicted with your personal values. How did you handle this situation?

Q3: In the event that someone you know calls 911 with an emergency, how do you proceed?

Q4: Tell us about a time you provided quality customer service to a hostile individual? What was the outcome? What would you do differently?

Q5: Describe your understanding of shift work. What accommodations do you foresee being made in your life to adjust to this work environment?