

STATE OF OREGON
SKILL CODE SHEET
Complete and Attach to Your Application
For the Following Jobs:

SC-04

0313 State Police Telecommunicator 1 0314 State Police Telecommunicator 2

This Skill Code Sheet will be used to evaluate your skills. The agency may administer a test to determine level of proficiency required for a job.

Circle each 3-letter skill code on this Skill Code Sheet that describes your training/education or experience in each area. Be as accurate as you can in providing this information.

PUBLIC CONTACT

			Telephone	In Person	Providing Information
<i>Training/education or work experience in the following:</i>					
Telephone	In Person	Providing Information	17. CHP	18. CHS	Receive complaints and route to someone else for resolution.
1. PIP	2. PIS	Answer routine inquiries for information about programs or services provided by your employer.	19. CRP	20. CRC	Receive complaints and attempt to resolve them directly with the client or customer.
3. PEP	4. PES	Explain rules, regulations, policies and procedures.	21. CCP	22. CCS	Responsibility for resolving complaints expressed by clients or customers.
5. PDP	6. PDS	Communicate and/or explain decisions regarding the approval or denial of benefits or services.	23. CAP	24. CAS	Contact with angry, upset, distressed or hostile clients or customers.
7. PCP	8. PCS	Explain or refer to other state, federal, or county programs and or community resources.			

OBTAINING INFORMATION

Telephone	In Person	Providing Information
9. OIP	10. OIS	Obtain information from a client or customer to determine what services are needed or to gather information.
11. OCP	12. OCS	Obtain information from a client or customer to determine the nature of a problem or complaint.
13. OFP	14. OFS	Obtain information/quotes from vendors regarding purchases.
15. OEP	16. OES	Interview applicants for employment purposes.

MULTIPLE LINE PHONE

Work experience using:

25. MLS	1 - 3 lines
26. MLT	4 - 9 lines
27. MLM	10 or more lines

DISPATCHING

Work experience in the following:

28. CAT	Referring calls to dispatchers
29. DIS	Taxis, trucks, maintenance personnel, etc.
30. 911	Emergency Services 911, ambulance, police, fire
31. SEC	Security/Military

COMPLAINT HANDLING

TYPING

Indicate your net typing/keyboarding speed: ____wpm

NOTICE - YOU MUST SIGN AND DATE BELOW:

Any oral or written statement that is false, fraudulent, or misleading contained in this application and attached materials or made in the course of any related employment process, whether made by me or by others at my request, will result in rejection of my application, denial of employment, dismissal from state service if discovered after employment, and in many circumstances, prosecution.

I certify and affirm that I have read and understand the above notice. I further certify that I personally completed this application and attached materials or requested its completion and that all statements contained herein are true and complete to the best of my knowledge.

Signature

Social Security No.

Date