



British Columbia Ambulance Service

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Is a Career in Dispatch Right for Me?

Choosing a career as an Emergency Medical Call-Taker (EMCT) or Emergency Medical Dispatcher (EMD) may be one of the best decisions you will make. The position offers many challenges and rewards along with the opportunity to make a positive difference in the lives of others. However, the job is not for everyone. There are several inherent realities of the position that you should understand if you are seriously considering Emergency Medical Dispatching as a career.

The following self-assessment survey has been established to help you determine whether a career in Emergency Medical Dispatching is right for you. Each of the following statements describes an important quality, characteristic or consideration required of an EMCT or EMD. Consider these statements carefully, and be honest with yourself.

Note: This tool has been developed for your personal benefit. We ask that you please refrain from sending the results of your survey to the BC Ambulance Service.

Statement	Yes	No
1. I would enjoy working in an environment that helps people in crisis situations.		
2. I would enjoy working in an environment that requires managing sustained periods of moderate to high levels of stress.		
3. I would enjoy working in an environment that involves interaction with a diverse mix of cultures, nationalities, and languages.		
4. I am willing and able to work on weekends, as well as religious and statutory holidays as scheduled.		
5. I am willing and physically able to work shifts that are 12 consecutive hours in length.		
6. I am willing to have my meal and rest breaks interrupted or postponed if required.		
7. I am willing to have my personal, social, and family time disrupted because of the demands of my work schedule.		
8. I am willing and able to deal professionally and non-judgmentally with abusive callers using profane language over the telephone.		
9. I am willing to adhere to established protocols, procedures, rules and regulations.		
10. I will be able to report to work on time, in any kind of weather condition.		



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Statement	Yes	No
11. I am willing to accept work direction and critical feedback from a Supervisor.		
12. I am willing to work in a unionized job environment.		
13. I am willing and able to sustain long periods of time restricted to my workstation.		
14. I am accountable for my own actions.		
15. I conduct myself with integrity.		
16. I can exercise common sense.		
17. I can be assertive and direct when required.		
18. I can remain calm and focused in pressure situations.		
19. I can work effectively in a team environment.		
20. I can exercise sound judgement in an emergency situation.		