



# 911 Communications Call Taker

<b>Classification:</b>	Call Taker	<b>Reports to:</b>	Dispatch Supervisor
<b>Division:</b>	Operations	<b>Direct Reports:</b>	N/A
<b>FLSA:</b>	Non Exempt	<b>Classification/Wage Range:</b>	115

**JOB DESCRIPTION:** 911 Call Takers answer and process 911 and 311 calls and perform Emergency Medical Dispatch for callers with medical response needs.

## MINIMUM JOB QUALIFICATIONS:

- Must be at least 18 years or older.
- Must be able to legally work in the United States.
- High school diploma or equivalent
- One or more years full-time work experience with intensive customer interaction.
  - To be considered a lateral candidate, must have successfully passed 911 Call Taking training probation plus have 2 years on the job experience at a PSAP in the United States.
- Excellent communication skills.
- Excellent computer skills, knowledge and experience. Ability to monitor 4+ computer screens. Accurate and rapid data entry.
- Proven critical thinking skills.
- Ability to memorize and recall details, codes and procedures. Attention to detail is essential.
- Ability to work all days and hours. Including but not limited to swing, graveyard, weekends and overtime.
- Ability to pass all required job selection and training processes including a comprehensive background investigation (*any felony conviction is disqualifying*); post-offer medical processes; psychological evaluation; and extensive on-the-job training

## CALL TAKER ESSENTIAL JOB FUNCTIONS:

- Answer and process 911 calls for police, fire and medical.
- Answer 311 calls for service of routine, and non-emergent requests from citizens and user agencies
- Pay strict attention to detail and respond correctly in life-threatening and safety situations
- Develop and keep positive working relationships
- Learn and use geography knowledge correctly
- Hear and understand information spoken by phone, two-way radio or in person
- Speak clearly and concisely by phone, two-way radio or in person
- Speak and understand English fluently
- Read and understand information in any format: electronic, printed, or handwritten
- Stretch, reach and lift objects up to 5 pounds
- Work regular work shifts of 10.25 hours
- Work any assigned shift: days, swing, graveyards
- Work holidays, weekends, as assigned
- Work overtime as required even on short notice
- Report to work on time even during inclement weather or other adverse circumstances
- Memorize codes, procedures, and other data
- Perform work quickly and accurately
- Problem-solve, think critically and make good decisions quickly and independently
- Accept frequent constructive criticism and correction without becoming defensive
- Be resilient in difficult situations
- Recover from mistakes quickly and keep working
- Have reliable and predictable work attendance
- Operate two-way radios and any other communications equipment
- Perform extensive computer data entry
- Follow complex and detailed instructions
- Prioritize and multi-task in a busy, loud, stressful open work setting



- Operate computers and computer programs
- Handle and process incoming and outgoing emergency and non-emergency phone calls
- Communicate professionally and effectively regardless of situation
- Work assigned overtime as needed

**Knowledge of:**

Current techniques, policies and procedures of public safety call taking

Agency computer systems and programs including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs

Clark County geography, including locations and boundaries of all cities and townships; location of all major highways, streets and key buildings and landmarks; and addressing systems (i.e. streets, avenues, odd/even addresses, etc.) used for each jurisdiction

Type of information that is allowed to be broadcast over Federal Communications

Commission (FCC) radio systems

Effective interpersonal communication methods and techniques used in the work

Proper notification for equipment failures or after hour call outs for radio, computer or phone problems

**Ability to:**

Perform extensive data entry and data retrieval from visual and/or audio sources.

Understand and execute complex oral and written instructions

Demonstrate appropriate interpersonal communication skills for public safety call taking and dispatching

React quickly and correctly to emergency situations, and adopt effective course of action

Correctly apply detailed procedures and policies both in structured situations, such as emergency medical dispatch (EMD), and in non-routine situations that require independent judgment, critical thinking and application of complex and varied procedures and policies, such as law enforcement dispatching.

Learn, retain and use knowledge of Clark County geography in the course of work

Operate computerized equipment including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs

Dispatch public safety personnel and equipment safely, quickly and efficiently

Relay messages exactly as received

React quickly and calmly in emergency situations and adopt effective courses of action

Perform call taking by phone and using other standard communications center equipment

Assess callers' emotional state; respond correctly to emergency and routine situations

Prioritize calls based on urgency

Apply appropriate initiative, discretion and judgment in the work

Develop and maintain effective working relationships with the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies

Perform work under stressful or emotional conditions

Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays

Work under pressure in a loud, multi-tasking environment

Work mandatory overtime as needed and assigned

**Education and Experience** – Any combination of qualifications and work experience that demonstrates an applicant has the necessary knowledge, skills, ability and character to successfully perform the job will be considered. Required high school diploma or GED equivalency.

**Physical / Sensory Requirements.** The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.



## Job Description

Work is performed in an indoor, open-space environment and stationary setting, surrounded by computerized control panels that require detailed dexterity, work at sit / stand consoles and can move in a limited area. Headsets are worn at all times while on duty on the operations floor.

Expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life threatening situations. Work entails extensive keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip cards.

### Hearing and Speaking:

Hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers. Speak clearly and concisely in English. Hear, understand and respond using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment.

### Seeing and Reading:

See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats. See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals. See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles

### Mental acuity and alertness:

Stamina, ability to regularly and reliably work long shifts (10-hour standard shift; 12 hour shift as required by staffing levels; 14 hour shifts are also necessary on occasion). Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations. Engage in frequent interpersonal interactions that are stressful or sensitive in nature. Handle difficult interpersonal interactions and complaints with tact and diplomacy. Manage and accomplish multiple priorities and varied responsibilities with high accuracy. Think and apply judgment, discretion, and initiative in accomplishing work. Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime.

### Manual dexterity and typing:

Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers. Performing multiple tasks requiring manual dexterity at the same time. Write legibly,

### Physical dexterity:

Sit for extended periods of time; stand or walk as necessary. Sit for extended periods of time particularly during high stress situations. Stretch, reach, or lift objects or materials that may be up to 10 pounds in weight.

## **EQUAL OPPORTUNITY EMPLOYER**

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

## **IMMIGRATION LAW NOTICE**

Only U.S. Citizens and permanent residents that are lawfully authorized to work in the United States will be hired. All new employees will be required to present documentation verifying identity and employment eligibility.