

EMERGENCY COMMUNICATIONS CALL TAKER

FLSA Status: Covered

Union Representation: Bureau of Emergency Communications (BOEC) AFSCME Council 75 Local 189

Class Summary:

This is the entry level position in the field of Emergency Communications. Incumbents are the first contact point with the public and are responsible for operating telephone and computer equipment to receive and record requests for police, fire, and emergency medical service; determining the nature and location of service required; and taking the action necessary to ensure that service is provided. Work is often performed under stressful demands for speed and accuracy. At entry into the class, incumbents are responsible for participating in formal classroom sessions, on-the-job training, simulation training and directed self-study in order to acquire and maintain proficiency in the knowledge and skills needed to perform the full range of emergency communications call taker tasks. At entry the employee works under close supervision until able to demonstrate proficiency in all required aspects of the position. Work is reviewed for the quality of service provided to the public and partner agencies, through the examination of records and on-the-job observation. Experienced employees are required to perform with minimal supervision and may assist in training new operators. The ability to work any shift, on any day, and to work overtime is an essential function of the job.

Examples of Work:

Receives simulated and on-the-job training in the operational tasks of an Emergency Communications Call Taker in order to gain practical experience; demonstrates progressive understanding and skill in performance while under training supervision.

Receives and memorizes oral instructions; observes, analyzes, and memorizes practical instruction on acceptable methods of performing the tasks of an Emergency Communication Call Taker. Responds to verbal and written questions designed to test and evaluate acquired knowledge and skill.

Receives requests for police service by phone; questions caller to gather data concerning nature and location of the incident and the caller's identity; determines if a police problem exists, whether a police unit should be dispatched, and the priority for dispatching a unit.

Receives requests for emergency medical service by phone; questions caller to determine the nature and location of the needed service; and, based on established operating procedures, determines the level of medical assistance required and the need for pre-arrival instructions.

Receives requests for fire service by phone; questions callers to determine the nature and location of the needed service; and, based upon established operating procedures, determines the appropriate response required and the need for pre-arrival instructions.

Receives telephone calls reporting incidents not requiring dispatch of field units; speaks with callers to determine the nature of the incident and refers callers appropriately.

Analyzes speech pattern, etc. of callers to assess their emotional state; takes action necessary to calm callers, provides advice, counsel, assistance, and referral services as required by circumstances.

Operates computer terminal to transmit or receive police records information.

Reads, analyzes, and memorizes material contained in operation manuals, texts, general orders, special orders, training bulletins, etc. Conducts duties in compliance with same. Not all the work performed is specifically described.

Knowledge, Skills and Abilities: (At time of appointment)

- Some knowledge of theories, practices, and techniques of human behavioral sciences.
- Skill in speaking, understanding and writing English clearly, concisely and accurately.
- Skill in operating computer terminals and a keyboard to transcribe simultaneous oral communications and/or handwritten copy.
- Skill in using street maps and computer mapping systems to locate addresses, streets, block numbers, etc.
- Skill in communicating tactfully, compassionately and effectively with a variety of people including those who are experiencing extreme emotional upset, who may have cognitive difficulty, or who may be under the influence of mind-altering substances.
- Skill in reading and comprehending complex technical documents written in English, including laws, ordinances, general orders, operating procedures, training manuals, police reports and records.
- Skill in comparing and checking numerical and alphabetical sequences for accuracy.
- Skill in copying numbers and letters from machine-printed copy (computer or teletype printouts).
- Skill in the use of computers using Windows based operating systems.
- Ability to take information from multiple sources regarding an ongoing situation and produce an accurate narrative with key elements and facts.
- Ability to listen and/or give instructions while quickly and accurately entering information using a keyboard.
- Ability to remember and accurately transcribe spoken information including names, addresses, sequences of letters and numbers, descriptions and directions.
- Ability to prioritize tasks, adjust priorities, and remain focused when the number and variety of tasks change or when faced with situations that may be upsetting.
- Ability to obtain and maintain DPSST certification in telecommunication and LEDS certification.
- Ability to work on any shift, any day of the year including holidays, and to work mandatory overtime as necessitated by events of the day or for anticipated heavy service load events/shifts.
- Ability to accept feedback and incorporate it into the performance of duties.
- Ability to remain calm in a crisis.

Licenses; Certificates; Special Requirements:

High school diploma or GED
Must pass a criminal background investigation, psychological assessment, hearing and vision evaluation, and drug test.

Class History:

Adopted: 05-02-07 (changed JCN from 0313 to 0312)
June 2009 - Change Job Class number from 0312 to 30000031, due to system change.