

**CITY OF SALEM
9-1-1 CALL TAKER**

0395

NATURE OF WORK

This is responsible telecommunication work involving the receipt of emergency and non-emergency requests for police, fire and medical services in the Willamette Valley Communications Center (WVCC) and computerized transfer of the information to the appropriate radio dispatch position(s) and/or jurisdiction(s).

Work involves the responsibility for receiving emergency and non-emergency calls from the citizens of Marion and Polk counties by means of both Enhanced 9-1-1 and 7 digit lines; determining the nature of emergency service required by the type of request and location of the call; accurately entering the caller's information into the Computer-Aided Dispatch (CAD) system; and directing that information via CAD to the appropriate radio dispatch position or jurisdiction(s). Work involves operation of computer terminals and multi-line telephone(s), clerical activities, and the necessity of dealing with sensitive information in a discreet and professional manner.

Direct supervision is received during the six month probationary period with completion of routine assignments without specific guidance as proficiency is gained. Incumbents of this classification would be used exclusively as telephone call takers. This is not a supervisory classification, but this classification may provide incidental assistance in orienting call-taker trainees.

The work of this classification is distinguished from the Communications Specialist I by the restriction in responsibilities to call receiving services only and the absence of expectation of career advancement training to become a Communication Specialist II within the 9-1-1 Center.

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed, and many positions will involve essential duties which are not listed.)

Answers incoming emergency and non-emergency telephone calls for police, fire, ambulance, or related assistance. Obtains sufficient information from caller to initiate a response from the appropriate public safety agency. Records location and nature of calls for assistance, and determines jurisdiction and correct agency; if agency is not dispatched by WVCC, transfers information appropriately. For WVCC responses, completes complaint/dispatch processes and relays the information via the CAD system to the appropriate radio position(s) for dispatch.

Utilizes WVCC-approved Emergency Medical Dispatch protocol cards to determine/provide required medical pre-arrival instructions to callers, as necessary.

Provides technical/legal information on a limited basis to callers or directs them to other appropriate organizations or personnel, as required.

Studies the Standard Operations Procedures (SOP) and appropriate manuals to acquire thorough knowledge of WVCC procedures and policies. Checks departmental and other agency files for pertinent information as required.

Handles several incoming telephone calls at one time, prioritizing responses according to the nature of the request(s). Operates computer terminal equipment in general performance of duties; enters and receives data via CAD. Handles the waiting callers with courtesy and tact.

May assist in orienting call taker trainees to the work station area and established procedures, however this classification would not be responsible for providing a complete training program to trainees nor for assessing their performance.

Performs a variety of general clerical duties, such as filing, preparation of records, forms, and other pertinent documents.

Performs other related work as required.

WORK QUALIFICATIONS

Successful completion of the Emergency Medical Dispatch (EMD) and Basic Telecommunicator course(s) provided by WVCC by the end of the six month probationary period.

Experience in performing high-activity call receiving work, communicating via telephone equipment, or dealing with emergency related requests from the public; course work in business practices and typing; or any equivalent combination of training and experience which provides the following knowledges, skills and abilities:

Knowledge of geography in Marion and Polk counties, location of major streets and principle industrial, commercial and institutional structures, or ability to obtain that knowledge during probationary period.

Skill in the use of a standard typewriter keyboard and computer terminal, including the ability to enter numbers and information accurately and efficiently into the computer.

Ability to speak English clearly and distinctly over the telephone, and utilize excellent listening skills. Ability to speak Spanish, Russian, or South-east Asian languages is desirable.

Ability to develop skill in the operation of technical equipment.

Ability to respond rapidly and make effective decisions in emergency situations and to maintain emotional composure, organization of work, and accurate productivity during periods of stress and high activity.

Ability to read, comprehend and follow detailed and complex procedures, laws and instructions.

Ability to write legibly and maintain written records.

Ability to locate and utilize personnel, telephone numbers, legal references, department procedures, and extensive resource information.

Ability to make decisions and to effectively apply department policy, department reporting regulations and legal requirements.

Ability to develop and maintain effective working relationships with user-agency personnel, the public, and other City staff and work as a team member.

Ability to successfully complete a hearing examination and Police Department background check.

Must be able to work periodic overtime and a variety of 24 hour rotating shifts including holidays and weekends. Work environment is in an enclosed area with no windows, involving sitting at a telephone/computer position for extended periods of time. Work involves accurate keyboard and listening skills, monitoring a variety of illuminated screens for information. The work involves communicating with distraught and/or disoriented, argumentative, and non-cooperative individuals and requires explicit gathering of essential information mainly through verbal communications. Work environment contains periods of high activity, and emotional events countered with periods of low activity.

Personnel Director

5/93
jobspec.0395
Minor revision: 6/02