



JOB DESCRIPTION

Job Title:	Call Taker
Reports To:	Shift Supervisor
Date Revised/approved:	Approved by Board of Directors 12/21/2022
Pay scale/hiring range:	<Refer to CBA>
FLSA Status:	Non-Exempt

EMPLOYMENT

A Grade V Call Taker shall be a full time hourly probationary Employee of Central County, employed by and serving at the pleasure of the Executive Director, with the concurrence of the Board of Director's.

A Grade V Call Taker will serve as a probationary Employee for twelve (12) months following their date of hire. This period is used for training, learning and evaluation.

WORK ENVIRONMENT

Work is performed in a state-of-the-art Communications Center. Shift work is required with shift lengths between four (4) and twelve (12) hours. Most of the time is spent sitting or standing at individual consoles. Each console is surrounded by at least 5 computer terminals. Headsets are used for phone and radio communications. Various noises are constant; equipment, phones, 911's, radios, printers, etc. The Communications Center is staffed 24 hours per day, 365 days a year. This necessitates shift work, varied work schedules, and working on holidays.

JOB SUMMARY

Call Takers shall accept direction from the Shift Supervisors, the Training Coordinator, and the Operations Manager. The primary role of a Call Taker, regardless of Grade, is to answer 9-1-1 and administrative calls and extract the necessary and vital information needed to execute the dispatching of the proper equipment and emergency personnel to the location of the emergency in an expedient manner. Call Takers are expected to adhere to all rules and regulations, policies, and procedures of Central County Emergency 911.

PRE-EMPLOYMENT QUALIFICATIONS

- Successful completion of CitiCall computerized skills testing;
- Satisfactory completion and ability to pass the background check, reference check, hearing test, and drug screen;
- Must be at least 18 years of age and have a valid Driver's License;



- US Citizenship;
- Possession of High School diploma or equivalency from an accredited educational institution;
- Ability to type a minimum of 30 wpm;
- Must possess and maintain a proficient level in reading, writing and analytical skills;
- Possess basic working knowledge of computer systems;
- Must obtain Emergency Medical Dispatch (EMD) and CPR certification within 90 days of employment;
- Excellent oral and written communication skills;
- Prefer, yet not required, previous dispatch or fire/emergency dispatch experience with a mid to large agency.

ESSENTIAL JOB FUNCTIONS

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Accept supervision and direction from Shift Supervisor, the Training Coordinator and Operations Manager;
- Learn and know from memory the numerical identification of all apparatus and equipment within Central County's jurisdiction including those which are used for mutual aid;
- Learn and know from memory the numerical identification of all fire stations within Central County's jurisdiction and the apparatus and equipment housed therein;
- Learn how to operate the Computer Aided Dispatching (CAD) systems;
- Learn the geographical area of Central County's jurisdiction and have the ability to pinpoint major street intersections, landmarks, etc.;
- Attend the required classes and successfully pass the Emergency Medical Dispatcher (EMD) Certification examination within 90 days of employment. Must pass this exam prior to consideration of advancement to Grade IV Call Taker. (The cost will be paid by Central County not to exceed two sessions. Additional sessions at this Grade level will be the financial responsibility of the Employee);
- Follow protocol and multi-task directives in a fast-paced environment.
- Speak with clarity and accuracy;
- Utilize and manipulate various equipment, at times concurrently, to retrieve information quickly and efficiently;
- Perform other tasks as directed by the Shift Supervisor, Training Coordinator and Operations Manager.

ADDITIONAL REQUIRED QUALIFICATIONS

- Ability to interview callers under stressful situations, extracting necessary information and enter appropriate information into the CAD system in an accurate and timely manner;
- Ability to speak calmly and with clarity in emergency situations, ability to recall detailed information to relay to field personnel quickly and accurately;



- Ability to remain calm and think clearly under stressful circumstances;
- Ability to sit for long periods of time;
- Maintain courteous and professional telephone etiquette to callers and 911 emergency field personnel;
- Maintain high morale in all instances and shall not be a party to gossip and bullying;
- Take responsibility for one's own actions or part of a team rather than placing blame or focusing on another's involvement;

GRADE LEVELS

Although a minimum "time in grade" exists in each grade level, the Board of Director's may by their action, and upon recommendation of the Executive Director, waive the "time in grade" requirements.

Grade levels and minimum "time in grade" requirements for each are as follows:

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|------------|--------------------------------------|
| Grade I: | After four (4) years of service; |
| Grade II: | After three (3) years of service; |
| Grade III: | After two (2) years of service; |
| Grade IV: | After one (1) year of service; |
| Grade V: | Newly hired probationary Call Taker. |



ADVANCEMENT OPPORTUNITIES

A Call Taker may be considered for advancement from a lower to higher grade provided the following qualifications are demonstrated:

- A Call Taker has completed the required time in service in the previous grades;
- A Call Taker has indicated, by their performance and evaluation, a thorough and complete working knowledge and understanding of the service and associated systems, including the purpose and operation of all equipment used by the Call Taker in Central County operations.

I, _____, fully understand what my role is as Call Taker entails as well as what is expected of me in this role. Furthermore, if at any time I am not clear on these items, I will ask for guidance and direction.

Employee

Date

Operations Manager

Date

Executive Director

Date

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the job requirements change.