

## **PUBLIC SAFETY CALL TAKER**

### **DISTINGUISHING FEATURES OF THE CLASS**

The work involves answering emergency and non-emergency calls for police, fire and emergency medical services and relaying information to dispatch staff. Under the general supervision of a public safety shift supervisor, an employee in this class operates telephone communication equipment and inputs data into computer-aided dispatch (CAD) system, utilizing a QWERTY style computer keyboard, and providing emergency medical services pre-arrival instructions as required. An employee in this class exercises independent judgment with regard to policies and procedures that guide in reacting to emergency incidents which may involve danger to life and/or damage to property. The job involves an unusual working environment which includes high stress dealing with life and death situations, the need to remain calm in emergency situations and the need to be polite when dealing with angry and abusive people. The job also requires employees to leave their work environment in a clean and tidy condition at all times thus promoting a clean, safe and healthy workplace. Supervision of subordinate employees is not exercised in this class.

### **TYPICAL WORK ACTIVITIES**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Answers, screens and processes incoming emergency and non-emergency calls from the general public and other public safety service providers;
2. Enters event information into the CAD system completely and accurately;
3. Facilitates caller with means for obtaining life-saving instructions as needed, including emergency medical services prearrival instructions as required, and maintaining contact with the caller until units arrive on the scene during life threatening situations;
4. Demonstrates the proper application of Center policies and procedures;
5. Supplements existing events with additional information as received;
6. Operates the CAD, PC and other necessary programs, classifies information gathered using proper CAD codes, accesses the CAD and other information files as needed and assists in identifying/correcting database errors;
7. Uses VESTA Phone system and its associated features to answer, transfer or process emergency and non-emergency calls;
8. Operates backup systems in the event of a system failure;
9. Enters event information onto paper forms completely and accurately during manual operations;
10. Assists in back-entry of events into CAD from manual operation;
11. Makes appropriate notifications to supervisors;
12. Refers callers to other agencies as appropriate;
13. Participates in the promotion of clean, healthy and safe work environment and performs related duties as required.

## **PUBLIC SAFETY CALL TAKER** (cont'd)

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

Knowledge of the local geography, including communities, roads, streets and highways in the county;

Knowledge of job-related CAD features;

Ability to react quickly and calmly to emergency telephone calls for service;

Ability to control telephone conversations with distraught, confused callers through calmly, carefully directed interrogation to obtain all pertinent information regarding the request for service;

Ability to transmit orally messages with good diction and in a clear speaking voice;

Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for service;

Ability to learn and to apply to real situations, General Operating Guidelines, standard operating procedures and the ability to learn and apply to real situations the operation of data processing information retrieval equipment such as computer terminal keyboards;

Ability to learn and to apply to real situations the use of Telephonic equipment and associated instant recall recorders;

Ability to follow oral and written instructions which pertain to job assignments and methods of performance therein;

Ability to perform routine clerical tasks, such as making written entries on simple records such as logs or lists, filing written records in alphabetical order and simple typing/data entry;

Maintains a good rapport with co-workers, supervisors and field forces;

Develops and utilizes good listening skills;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS**

Graduation from high school or possession of a high school equivalency diploma and one (1) year of full-time paid work experience which involved typing and public contact.

### **SPECIAL REQUIREMENT**

Successful completion of a course for Emergency Medical Dispatch (EMD) during the employee's probationary period and must maintain certification for duration of employment.

Candidates may be required to meet certain physical standards for hearing and color vision. A screening test may be conducted prior to an offer of employment. Such testing shall be conducted only after a conditional offer of employment has been given to the candidate by the local agency seeking to employ such candidate.

ADOPTED: 11/09/20