



## CLASS SPECIFICATION

Class Code:	60018728
Date Established:	03/2020
Last Reviewed:	05/2024
Last Revised:	05/2024
Last Title Change:	
FLSA:	non-exempt
Probation:	12 months

### COMMUNICATIONS CALL TAKER

#### **DEFINITION**

Under supervision, receives incoming emergency and non-emergency telephone calls and evaluates requests for services; processes requests for services in a timely and appropriate manner using a variety of communication and computer equipment and systems; and performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

One year of experience in customer service involving direct contact with the public.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at the time of appointment.

Certification on the National Crime Information Center (NCIC) and Criminal Justice Information Systems (CJIS) is required within three months of appointment and must be maintained thereafter for continued employment.

Certifications in Emergency Medical Dispatch (MPDS), Emergency Fire Dispatch (FPDS), Emergency Police Dispatch (PPDS) through the International Academy of Emergency Dispatching, and CPR certification at Healthcare provider level are required within three months of appointment; these certifications require the completion of continuing education units plus recertification every two years for continued employment.

#### **SUPERVISION EXERCISED**

Exercises no supervision.

#### **EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Receive, evaluate, and prioritize emergency and non-emergency police, fire, medical and rescue calls for service; elicit essential incident information from callers and determine the nature, location, and pertinent details of incidents.

Listen to, interact, and verify caller information provided over the telephone while simultaneously typing all pertinent information on a computer keyboard as part of the process of dispatching appropriate personnel. Evaluate the nature and severity of the calling party's situation to assist in determining call priority and necessary responding equipment.

Operate a variety of emergency dispatch and communications equipment including a Next Generation E911 (NG911) telephony system, a Public Safety Computer Aided Dispatch (CAD) system, tape recording equipment and general office equipment.

Coordinate the receipt of both emergency and non-emergency calls and relay information and assistance with other law enforcement, fire, medical, and other emergency response agencies.

Retrieve and enter information from local, state, and federal computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, and other related information.

Answer routine inquiries and refer callers not requiring dispatches to appropriate departments and agencies.

Maintain accurate and complete logs and records of all activities and calls that are received; perform a variety of functions related to public safety dispatch operations.

Guide callers through crisis situations by following appropriate interview procedures and protocols as established in order to obtain pertinent and accurate information; provides pre-arrival instructions to callers as prescribed by protocols.

Assist in providing orientation and training to newly hired call takers.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance Level** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental/divisional policies, practices, and procedures.

Operations, services, and activities of a public safety dispatch center.

Methods and techniques of public safety call taking, including the use of a computer aided dispatch and manual card system.

International Academy of Emergency Dispatch (IAED) National standards and protocols when taking appropriate medical, fire, and police emergency calls.

Streets, landmarks, and geography of the County and surrounding areas

Techniques of questioning for both emergency and non-emergency calls.

Emergency Communications Center procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations, including but not limited to, Native American Reservation laws and procedures, Washoe County Code, and miscellaneous Nevada Revised Statutes (NRS).

### **Ability to:**

Establish priority and classification of emergency and non-emergency situations.

Effectively communicate and elicit information from upset and irate callers.

Work under pressure; react quickly, respond calmly and effectively; exercise good judgment and make sound decisions in emergency situations and with constant interruptions.

Type caller information accurately using a computer keyboard, monitor, mouse, and other specialized equipment as required; Type or enter data at a speed necessary for successful job performance.

Analyze and interpret maps; operate mapping system through CAD to understand and locate major landmarks, roads, and buildings within Washoe County and surrounding areas.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Apply the methods and techniques of emergency communications dispatching.

Interpret and apply federal, state, and local policies, procedures, laws, codes and regulations.

Work in a fast paced and unpredictably stressful environment; able to identify and manage personal stress along with available resources.

Coordinate multiple incidents and complex tasks simultaneously.

Maintain confidentiality of information and not divulge or discuss confidential, private, restricted, or other similar information with unauthorized staff or members of the public.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

**Knowledge of:**

Principles and procedures of record keeping.

**Ability to:**

Understand and follow verbal and written instructions.

Meet the physical requirements to perform the assigned duties safely and effectively.

Speak clearly and distinctly in a well-modulated voice.

Work in a team-based environment to achieve common goals.

Communicate clearly and concisely, both verbally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Work is performed in an emergency dispatch center setting; exposure to unusual fatigue factors, and emergency or stressful situations; exposure to noisy distractions from simultaneous events while working on multiple computer systems and monitors, utilizing both a headset and telephone and/or telephony system for verbal communications; exposure to varying lighting conditions. Must be willing to work shift work, irregular hours, rotating shifts, holidays, weekends, and during natural disasters and pandemics. Must complete and submit a personal history statement and pass an extensive background investigation. Must be willing to submit a set of fingerprints. Must pass a drug test. Must pass a Computerized Voice Stress Analysis (CVSA) examination. Must pass an audio/hearing test. Requires visual acuity to recognize and read letters, numbers, and maps as well as auditory ability sufficient to hear inside the dispatch center, over the radio, and on the phone. Ability to work in a professional office environment, in a restricted area with little opportunity to move around, and to sit for long periods of time. Ability to remain calm in emergency situations.

*This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.*