



PUBLIC SAFETY CALL TAKER / TELECOMMUNICATOR TRAINEE

Blount County 9-1-1

BASIC FUNCTIONS AND RESPONSIBILITIES:

This is the entry level position and can be sustained at this level or progressed to a higher level depending on employee's performance.

This part-time position responds to emergency and non-emergency calls for service by quickly and accurately answering phone lines; and ensures essential information is gathered in a timely manner and reflected accurately at all times.

The employee deals with sensitive information in a discreet and professional manner. The employee is involved in dispatching police and fire/EMS response units in accordance with the location and nature of the call for assistance. Employee operates computer terminals in receiving and transmitting calls. Work is performed within prescribed rules and regulations. This position is responsible for receiving incoming calls for police, fire and emergency medical aid, and non-emergency request from the public via 9-1-1 lines and other seven-digit telephone lines. Employee obtains information from callers who may be injured, confused, difficult to understand or abusive. Employee must enter initial information into the computer while maintaining contact with the reporting party to gather additional pertinent information. Additional information must be entered into the Computer Aided Dispatch (CAD) system in a timely manner so that the original call is continually updated.

Performance is evaluated by administration through electronic monitoring of communication room activities and through direct observation of performance through observations of daily activities, logs and interaction with the individuals assigned. All voice and data entry work performed by the call taker is continually recorded and is constantly subject to live monitoring for later review and critique and may include public disclosure of such work.

Call Taker / Telecommunicator Trainees may be allowed to progress toward working as a full Telecommunicator and learn the radio dispatch functions. This will be determined by Training Officers and Administration and is not guaranteed.

ESSENTIAL JOB FUNCTIONS:

- Answers emergency and non-emergency calls for service, simultaneously enters this information into the computer using a CAD System and continually enters updates in a timely manner.
- Calms, negotiates, advises and otherwise communicates with callers to obtain accurate and essential information necessary to establish priority and initiate a timely response to emergency calls.

- Remains calm, shows empathy, conveys reassurance and instills confidence in the caller through a demeanor that will result in proper response to their needs.
- Possibly processes more than one call at a time.
- Assists other employees as necessary when not occupied with primary duties.
- Attends mandatory trainings and/or meetings as directed.
- Performs additional duties as directed.
- Be reliable, dependable and report for work on a consistent and predictable basis
- Consistently thinks clearly and responds quickly in a wide variety of emergency situations
- Obtains and relays accurate and essential information necessary to establish priority and initiate a timely response to emergency calls.
- Continually relays updated information as received and accurately records it in a timely manner.
- Handles more than one incident or request at a time.
- Works with a Training Officer to learn operation of the NCIC / CJIC systems.
- Performs other task and duties assigned by management.

INTERPERSONAL CONTACTS

Contacts are made both inside and outside the organization. Internal contacts frequently include other telecommunicators, supervisory staff, and administrative personnel. External contacts may include agencies contracted with 9-1-1, outside vendors, governmental personnel, applicants, and citizens. This position is representative of 9-1-1 and therefore it is critical that all interactions are respectful and professional. Interactions tend to focus on information exchange and the receiving and giving of procedural changes. A majority of external interactions are via telephone or electronic exchange.

REQUIRED KNOWLEDGE OF/SKILL IN:

- Blount County service area, including streets and landmarks.
- Map reading including knowledge of adjacent areas, directions of travel, hundred blocks and interstate access.
- Condensing large amounts of information into readable, sensibly typed remarks in a timely manner and have the ability to recall numerous acronyms and codes essential to appropriate call processing.
- Maintaining familiarity with the Standard Operating Guides (SOG) and appropriate manuals that provide thorough knowledge of Blount County operations and procedures.
- Operating a computer and telephone system with essential peripherals and program applications.
- Making timely decisions which affect the outcome of Public Safety services.
- Remaining calm, conveying reassurance, and instilling confidence in the field units with a demeanor that results in appropriate response to the situation. .

REQUIRED ABILITY TO:

- Maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Speak the English language coherently and clearly, possessing an excellent vocabulary and verbally communicate effectively. Speaking another language in addition to English is beneficial but not a requirement.
- Type and spell with accuracy, including sequences of numbers.
- Be available by telephone at his or her own expense.
- Work through complex technical tasks involving various public safety communications systems.
- Deal effectively with people in a multi-cultural society under extremely stressful situations.
- Record names and numbers rapidly and accurately.
- Remember numerous details and quickly re-call essential information.
- Work up to sixteen (16) hours at a time, continuously wearing a communications headset, while still being able to hear and understand other outside sources to include conversations with large amount of internal and external background noise.
- Hear and react to multiple simultaneous sound and visual sources in a timely manner is critical.
- Ability to quickly work multiple time-sensitive tasks in response to visual and sound stimuli with a high degree of accuracy.
- Work as a “team” member, establish good working relationships and provide excellent internal and external customer service.
- Effectively in a disciplined environment with close supervision and carry out lawful orders regardless of personal agreement.
- Report or stay on duty for up to four (4) hours before or after normal work shift if ordered or requested to.

REQUIRED EDUCATION AND EXPERIENCE:

- High School diploma or equivalent.
- 18 years of age or older at time of hire.

DESIRED QUALIFICATIONS:

- Basic experience in computer terminal operation.
- One year or more experience in the public safety field is preferred.

WORK ENVIRONMENT:

- Must be prepared to stay in the center for the full scheduled shift. Uninterrupted breaks and lunch are not guaranteed.

- Position is extremely stressful, emotionally charged and plays a critical role in public safety service delivery. Must take information from callers who may be excited, abusive, foulmouthed, incoherent, drunk or hysterical.
- Work is performed in a low-light and confined environment. Must be able to work in a confined environment for eight to sixteen hours at a time.
- Must wear a lightweight telephone headset for duration of shift.
- Must be able to work shift work encompassing a 24-hour day, seven-day week; inclusive of days, evenings, nights, weekends and holidays.
- The employee is subject to “call back” on short notice.
- May be asked to participate in Police/Fire/EMS ride-alongs.
- Buildings, vehicles and property are tobacco free zones.
- Required to comply with dress code or uniform guidelines.

PHYSICAL, SENSORY AND MENTAL DEMANDS:

- Individual must sit while observing a computer display screen for long, uninterrupted periods of time. Individual must have adequate hearing and visual acuity to operate successfully in this environment.
- Must continually demonstrate a high level of mental and emotional stability.
- Individuals must be free from physical, sensory or mental impairments that with or without reasonable accommodation would interrupt continuous performance of a shift lasting from eight to twelve hours.
- Ability to read and discern visual images on a variety of media, to include small displays offering very little brightness/darkness contrast, display screens, printed matter that has been reduced to less than normal size type, multi-colored indicator lights which have differing flash rates and color which indicate the status of electronic functions.

I have read and understand the Call Taker / Telecommunicator Trainee job description

Name (Printed): _____

Date: _____

Name (Signed): _____