

CALL TAKER

DEFINITION

Under immediate supervision, answers and processes incoming emergency and non-emergency requests by entering information in prescribed format into the City's computer aided dispatch telecommunications system, and other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is an entry level technical position in which incumbents process all incoming requests for police, fire and medical assistance and may be required to complete recovered stolen vehicle reports via the telephone. This class is distinguished from the Communications Operator in that the latter works more independently with less supervision in processing and relaying all incoming requests via both telephone and manual and computer aided radio equipment.

SUPERVISION RECEIVED

General supervision is provided by the Communications Supervisor. May receive supervision from the on-duty watch commander in the absence of Communications Supervisors.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Answers the telephone and receives emergency, non-emergency, and 9-1-1 requests for assistance; evaluates the information and creates a Computer Aided Dispatch (CAD) system event by typing live conversation text and command strings into a CAD system, or transfers the call to the proper emergency service provider, or provides information to the caller.

Operates CAD system, video display terminals, and associated equipment.

Receives structured classroom and on-the-job training.

Maintains familiarity with major roads, streets, areas, and industrial and public facilities within City boundaries.

May complete recovered stolen vehicle reports in accordance with established procedures.

ESSENTIAL DUTIES (continued):

Determines and reports the need for equipment repairs.

May assist in the training of employees.

Performs related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Emergency telephone answering techniques, policies, and procedures.

The general policies and procedures used in the operation of the City's dispatch center.

Primary roads, streets, highways, areas, major buildings, and public facilities within the City's boundaries.

The use of various police report forms.

Ability to:

Read, write, spell, and speak in concise English

Learn correct telephone answering techniques, policies, and procedures.

Follow oral and written instructions.

Deal tactfully with the public and others.

Work in a confined area and wear a headset.

Remain calm during emergencies and obtain relevant information from callers who are in stressful situations.

Learn to accurately enter information in the computer system while receiving information by telephone.

Effectively operate a computer aided dispatch system, video display terminals, and associated equipment.

Effectively perform emergency telephone answering and processing duties.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Learn and interpret maps.

Learn radio and other codes used in the creation of computer aided calls for dispatch.

Type accurately at a speed of 35 words per minute.

Work various shifts, including day, swing and graveyard as well as weekends and holidays.

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

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One (1) year of experience working in public contact employment.

Education: Equivalent to the completion of the twelfth (12<sup>th</sup>) grade.

Licenses and Certificates: Ability to obtain a California Commission on Peace Officer Standards and Training (POST) Basic Public Safety Dispatcher Course Certification within one (1) year.

SPECIAL REQUIREMENTS

Essential duties require the following mental and/or physical ability to: work in an Emergency Communications environment and use standard office equipment and current software; flexibility of work hours and overtime; stamina for sedentary console operation and dispatching; ability to reach for computer printers and telephone equipment; dexterity to operate computer keyboards and mouse/trackball; answer phones; hear tones, signals and phone traffic; read computer screens; remain calm during high stress emergency situations; converse by telephone, email, and in person and be clearly understood; safely lift, carry and maneuver office supplies or equipment weighing up to 25 pounds; and interact with the public and all different levels of City staff in an effective and professional manner. Essential duties must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) year

1XXCS14

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AAP GROUP: 2

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt