

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Emergency Call Taker
FUNCTIONAL AREA: Police Department

WORK OBJECTIVE:

Under supervision, the purpose of the position is to perform responsible, specialized work in the receiving and prioritizing of emergency and non-emergency telephone calls through the police/fire communications system. Employee is responsible for aiding emergency callers to establish composure in order to obtain essential information to document the appropriate emergency personnel. The employee works within the scope of established laws, rules, and regulations of the work, however, is expected to exercise considerable judgment and initiative in performing work under the established policies and procedures.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Operates a multi-line call system; operates basic office equipment.
- Receives telephone calls through the police/fire communications system; assumes control of the conversation; ascertains the nature of the call; prioritizes emergency and non-emergency situations and needs; routes information to dispatchers.
- Enters information from callers in to a Computer-Assisted Dispatch system (CAD) or prepares complaint cards.
- Enters critical information into the Florida Crime Information Center/National Crime Information Center (FCIC/NCIC) systems for the dissemination of information on vehicle registration, wanted persons and other required data.
- Communicates and assists each caller equally without regard to age, race, sex or dialect; identifies emergency or potential crisis situations and adjusts dialogue or activities accordingly; attempts to calm frantic or fearful callers.
- Utilizes the records retrieval system to file paperwork, retrieves information as necessary, and organize emergency records.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

High School Diploma or recognized equivalent; FCIC/NCIC Certification; supplemented by excellent verbal communication skills and significant ability to work under stress; or an equivalent combination of education, training, and experience.

Emergency Call Taker

Knowledge, Skills, & Abilities –

Knowledge of the principles, practices and techniques emergency/non-emergency call taking; Ability to learn and closely follow the policies, procedures, methods and objectives the Communications Center.

Knowledge of all City, State and Federal laws, rules and regulations applicable to the work.

Knowledge of police and fire emergency terminology and radio signals, interpretation and proper application.

Ability to prioritize emergency and non-emergency requests for assistance.

Ability to establish emotional stability in frantic or fearful callers; ability to efficiently and effectively obtain critical information to aid in the expedient response of emergency vehicles and personnel.

Ability to render quick, responsible decision making, under stressful and emotional circumstances.

Ability to operate emergency multi-line communications systems.

Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines; ability to operate Telecommunications Device for the Deaf (TDD).

Ability to read, update and maintain various records and files.

Ability to access, operate and maintain various software applications.

Skill in clearly communicating information both verbally and in writing.

PHYSICAL REQUIREMENTS:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

ENVIRONMENTAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.