

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>911 Calltaker</u>
Sch.& Grade	<u>PAT-5</u>
Class Code	<u>FC04</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Emergency Communications</u>

PRIMARY PURPOSE:

To receive incident reports, including emergency calls through 911, and simultaneously enter information into the computer.

SUPERVISION:

Under direct supervision of the shift supervisor.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Answers and responds appropriately to incoming public assistance and 911 emergency calls from the general public, private alarm companies, etc.
2. Determines, calmly and effectively, critical information for processing a call, including establishing the nature of the incident; this may require an employee to use originality in asking appropriate questions while maintaining departmental policy and procedure.
3. Enters and codes information into the computer while simultaneously receiving information from the caller.
4. Interfaces with a law enforcement computer system in order to input data and obtain information on driver's licenses, vehicle registrations, "wants and warrants," etc., as required.
5. Sets priority of calls based on policy and nature of incident.
6. Maintains accurate records of tape recording devices and computer operations as required.
7. Secures the assistance of other agencies as needed.
8. Stays current on specific crime problems, unusual fire and police field operations, etc., that must be considered when dispatching.
9. Reads and interprets a variety of resource material, procedural manuals, etc.
10. Utilizes appropriate equipment necessary to perform job duties such as computer, two-way radio, telecommunications device for the deaf (TDD), as well as related dispatch and recording equipment.

IMPORTANT FUNCTIONS:

1. Conducts minor tests and inspections on equipment.
2. Performs minor office functions such as filing, copying and sorting.
3. Lifts and carries boxes of computer paper weighing up to 40 pounds as required.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Public safety communications knowledge is preferred, but not required.

Abilities

Effectively deal with people and highly stressful situations, which may be for an extended period of time; assess situations quickly and accurately; use appropriate judgment when responding to incident reports including emergency situations; learn and follow established procedures; accurately type at a rate of approximately 40 words per minute; learn to operate a computer terminal, two-way radio, Telecommunications Device for the Deaf (TDD), as well as related dispatch and recording equipment; prepare and maintain accurate records; follow oral and written instructions; communicate clearly and effectively both verbally and in writing; deal effectively and courteously with associates and the general public; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Requires six months of experience in emergency communications/dispatch work; or 1 years of experience in a multi-task, high public contact work environment; possession of 30 semester hours from an accredited college/university; or any combination of education and experience that would provide the incumbent with the necessary knowledge, skills and abilities.

Physical Requirements

Performs bending and reaching necessary to obtain resource materials; subject to sitting for long periods of time. Must be able to grip objects and wear communications headset that will cover or fit within the canal of one ear. Must be able to hear and understand spoken communications originating simultaneously from both the headset and other sources in the communications room. Must meet hearing standards as established by a City-approved licensed audiologist or M.D.

Working Environment

Primarily indoors, with heating and cooling regulated; exposure to constant noise in a work environment with minimal natural lighting.

Licensing/Certification

None required.

Miscellaneous Requirements

Must be able to work any assigned hours/shifts with varying days off. Subject to emergency call-in. Must successfully complete a background investigation; must not possess any felony convictions.; must pass pre-employment drug testing; must pass pre-employment hearing exam.

Last Revision:	January 31, 2012	GENERAL ORDINANCE NO. 5564
Comments:	Updated Abilities	Date: 06-26-06

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____