



911 Call Taker Dispatcher

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| Classification: | Call Taker Dispatcher (Trainee) | Reports to: | Dispatch Supervisor or Training Coordinator |
| Division: | Operations | Direct Reports: | N/A |
| FSLA: | Non Exempt | Classification/Wage Range: | 100 |

JOB DESCRIPTION: 9-1-1 Call-Takers answer and process 9-1-1 calls and perform Emergency Medical Dispatch for callers with medical response needs. In addition to all Call-Taking duties, 9-1-1 Communications Dispatchers also dispatch police, fire and medical services.

MINIMUM JOB QUALIFICATIONS:

- Must be at least 18 years or older.
- Must be able to legally work in the United States.
- One or more years full-time work experience with intensive customer interaction.
- Excellent computer skills, knowledge and experience. Ability to monitor 4+ computer screens.
- Accurate and rapid data entry.
- Attention to detail is essential.
- Proven critical thinking skills.
- Ability to memorize and recall details, codes and procedures.
- Ability to work all days and hours.
- Ability to pass all required job selection and training processes including a comprehensive background investigation (*any felony conviction is disqualifying*); post-offer medical processes; psychological evaluation; and extensive on-the-job training

CALL-TAKER ESSENTIAL JOB FUNCTIONS:

- Pay strict attention to detail and respond correctly in life-threatening and safety situations
- Develop and keep positive working relationships
- Learn and use geography knowledge correctly
- Hear and understand information spoken by phone, two-way radio or in person
- Speak clearly and concisely by phone, two-way radio or in person
- Speak and understand English fluently
- Read and understand information in any format: electronic, printed, or handwritten
- Stretch, reach and lift objects up to 5 pounds
- Work regular work shifts of 10.25 hours
- Work any assigned shift: days, swing, graveyards
- Work holidays, weekends, as assigned
- Work overtime as required even on short notice
- Report to work on time even during inclement weather or other adverse circumstances
- Memorize codes, procedures, and other data
- Perform work quickly and accurately
- Problem-solve, think critically and make good decisions quickly and independently
- Accept frequent constructive criticism and correction without becoming defensive
- Be resilient in difficult situations
- Recover from mistakes quickly and keep working
- Have reliable and predictable work attendance
- Operate two-way radios and any other communications equipment
- Perform extensive computer data entry
- Follow complex and detailed instructions
- Prioritize and multi-task in a busy, loud, stressful open work setting
- Operate computers and computer programs
- Handle and process incoming and outgoing emergency and non-emergency phone calls



- Communicate professionally and effectively regardless of situation

DISPATCHER ESSENTIAL JOB FUNCTIONS: Dispatcher candidates must have the ability to perform all the essential functions of the Call-Taker job and the following:

- Dispatch police, fire and medical services
- Make fast decisions regarding which resources and personnel to dispatch based on the information at hand
- Monitor rapidly changing data to ensure first responder safety and swift, accurate dispatch of information
- Memorize and recall complex codes and protocol, based on policy and individual user agency protocol
- Maintain calm and controlled demeanor over the radio
- Assess and appropriately respond to a caller's emotional state
- Evaluate and prioritize calls based on urgency
- Determine the correct jurisdiction, equipment and personnel to be dispatched
- Dispatch appropriate law, fire or emergency personnel and equipment
- Respond to requests from emergency response personnel
- Operate key point attack warning equipment
- Record the nature and source of incoming and outgoing radio and telephone messages
- Study and maintain familiarity with major roads, streets, industrial plants and buildings
- Monitor multiple public safety frequencies
- Report the need for radio and/or communications equipment repairs
- Perform other related tasks and duties as required

Knowledge of:

Current techniques, policies and procedures of public safety calltaking and dispatching

Agency computer systems and programs including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs

Clark County geography, including locations and boundaries of all cities and townships; location of all major highways, streets and key buildings and landmarks; and addressing systems (i.e. streets, avenues, odd/even addresses, etc.) used for each jurisdiction

Type of information that is allowed to be broadcast over Federal Communications Commission (FCC) radio systems

Effective interpersonal communication methods and techniques used in the work

Proper notification for equipment failures or after hour call outs for radio, computer or phone problems

Ability to:

Perform extensive data entry and data retrieval from visual and/or audio sources.

Understand and execute complex oral and written instructions

Demonstrate appropriate interpersonal communication skills for public safety call taking and dispatching

React quickly and correctly to emergency situations, and adopt effective course of action

Correctly apply detailed procedures and policies both in structured situations, such as emergency medical dispatch (EMD), and in non-routine situations that require independent judgment, critical thinking and application of complex and varied procedures and policies, such as law enforcement dispatching.

Learn, retain and use knowledge of Clark County geography in the course of work

Operate computerized equipment including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs

Receive and accept regular feedback and constructive criticism without being defensive

Dispatch public safety personnel and equipment safely, quickly and efficiently

Relay messages exactly as received

React quickly and calmly in emergency situations and adopt effective courses of action

Perform call taking and dispatching work by phone, radio and using other standard communications center equipment



- Assess callers' emotional state; respond correctly to emergency and routine situations
- Prioritize calls based on urgency
- Apply appropriate initiative, discretion and judgment in the work
- Correctly apply available guidelines, policies and procedures in diverse situations
- Develop and maintain effective working relationships with the public, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies
- Perform work under stressful or emotional conditions
- Work any assigned shift, including day, swing or graveyard and work all days of the week including weekends and holidays
- Work under pressure in a loud, multi-tasking environment
- Work mandatory overtime as needed and assigned
- Have reliable and predictable attendance

Education and Experience – Any combination of qualifications and work experience that demonstrates an applicant has the necessary knowledge, skills, ability and character to successfully perform the job will be considered.

Physical / Sensory Requirements. The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

| Sight and Vision | Frequency | Criticality of Requirement |
|--|---------------------|----------------------------|
| <ul style="list-style-type: none"> • <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> • <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> • See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats. See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals. See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles. | Hourly / Constantly | Very Important |
| Hearing | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> ○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range' | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> ○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range' | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> ○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> • Hear, understand and respond to verbal information in person, and by using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment. | | |
| <ul style="list-style-type: none"> ○ Headsets are worn at all times while on duty on the operations floor. | Hourly / Constantly | Very Important |
| Speech | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> • Speak clearly and concisely in English. | Hourly / Constantly | Very Important |
| Touch | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. | Hourly / Constantly | Very Important |



| | | Job Description |
|--|---------------------|-----------------------------------|
| <ul style="list-style-type: none"> • <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> • <i>Grasp.</i> Seize and hold object with fingers, palm, arms. | Daily | Important |
| <ul style="list-style-type: none"> • <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. | Weekly / Monthly | Slightly Important |
| <ul style="list-style-type: none"> • <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs. | Weekly / Monthly | Slightly Important |
| Physical Coordination | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>Sit.</i> Remain in seated position to accomplish work. | Hourly / Constantly | Important |
| <ul style="list-style-type: none"> • <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. | Hourly / Constantly | Important |
| <ul style="list-style-type: none"> • <i>Walk.</i> Move about or travel on foot to accomplish work. | Daily | Important |
| <ul style="list-style-type: none"> • <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations. | Weekly / Monthly | Slightly Important |
| Working Memory | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> • <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. | Hourly / Constantly | Very Important |
| Comprehension | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> • <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. | Hourly / Constantly | Very Important |
| <ul style="list-style-type: none"> • <i>Mental acuity and alertness.</i> Stamina, ability to regularly and reliably work long shifts (10 hours up to 14 hours). Engage in frequent interpersonal interactions that are stressful or sensitive in nature. Handle difficult interpersonal interactions and complaints with tact and diplomacy. Manage and accomplish multiple priorities and varied responsibilities with high accuracy. Think and apply judgment, discretion, and initiative in accomplishing work. Work effectively despite sleep pattern disruptions as a result of rotational and/or irregular shift work and overtime. | Hourly / Constantly | Very Important |
| Environmental Working Conditions | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. | -- | -- |
| Level of Physical Activity | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. Work is performed in an indoor, open-space environment and stationary setting. | Hourly / Constantly | -- |
| <ul style="list-style-type: none"> • <i>Manual dexterity and typing.</i> Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers. Performing multiple tasks requiring manual dexterity at the same time. Write legibly. | Hourly / Constantly | Very Important |

EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368



IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.