



CLASS TITLE: CALL TAKER
EFFECTIVE DATE: 02/11/08
REVISED: 03/18/11

GENERAL NATURE AND SCOPE OF WORK

Under the direct supervision of the Supervisor, Call Takers are responsible for receiving incoming calls for police, fire and emergency medical aid, and non-emergency requests from the public. A Call Taker makes critical decisions in the course of receiving emergency and non-emergency information from citizens. The employee is required to deal with sensitive information in a discreet and professional manner. Tasks are performed using pc based telephone and Computer Aided Dispatch (CAD) systems, and other supportive pc based devices. Work is performed in accordance with written policies and procedures. Performance is evaluated by the Supervisor through direct observation and examination of written and electronic records. All voice and data entry work performed by the Call Receiver is continually recorded and is constantly subject to live monitoring for later review and critique and may include public disclosure of such work. This position is represented by the Association of SNOPAC Employees bargaining unit.

ILLUSTRATIVE EXAMPLES OF WORK/ESSENTIAL FUNCTIONS

- Receives calls for service from citizens via telephone and simultaneously relays essential information to the appropriate dispatcher via a Computer Aided Dispatch (CAD) system.
- Utilizes multiple line telephones relaying emergency and non-emergency information.
- Communicates calmly and professionally with callers to obtain accurate and essential information necessary to determine priority and initiate a timely response. Continually gathers and updates information as it is received.
- Operates various computer systems using keyboard and/or mouse.
- Searches and verifies information acquired through various databases.
- Maintains records and logs.
- Assists other communicators as needed.
- Attends required meetings and training.
- Reliable and dependable, report for work punctually and maintain regular and predictable attendance.
- Performs other work as assigned.

REQUIRED KNOWLEDGE OF/SKILL IN:

- Computer Aided Dispatch (CAD) and enhanced 9-1-1 (E 9-1-1) ANI/ALI systems.
- Protocols, practices and procedures of public safety emergency operations applicable to the 911 function as defined by SNOPAC.
- Sufficient computer skills for the usage of pc based support systems and peripherals.
- Excellent listening skills; must communicate clearly and concisely.
- Current SNOPAC Operations Manual (SOM) and other appropriate resource manuals.
- Snohomish County geography, including streets and landmarks.
- Map reading concepts, including directions of travel, hundred blocks and freeway access.
- Condensing large amounts of information into readable, sensibly typed remarks in a timely manner with the ability to recall numerous acronyms and codes essential to appropriate call processing.
- Making timely decisions which can affect the outcome of public safety services.
- Remaining calm, conveying reassurance and instilling confidence with the public.
- Must type a minimum of 40 words per minute at 98% accuracy while listening and conversing.

REQUIRED ABILITY TO:

- Achieve established goals through collaborative effort.
- Effectively work under stress while obtaining critical information related to officer and citizen safety.
- Perform job duties with minimal supervision and make appropriate and timely decision in emergency situations.
- Accept and apply direction from supervisors and management.
- Identify, organize, process and disseminate complete and accurate information in a logical manner.
- Remember numerous details and quickly recall essential information.

- Maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Work as a team member and maintain self-control under difficult or stressful circumstances.
- Read and discern visual images on a variety of media, to include computer monitors, printed matter that has been reduced to less than normal size type, multi-colored indicator lights which have differing flash rates and color which indicates the status of electronic function.
- Communicate effectively, both orally and in writing.
- Develop and maintain effective working relationships with all internal (staff members and work units) and external customers (agencies, citizens and vendors).
- Understand multiple conversations occurring at the same time, disseminate appropriate information, prioritize actions and respond in an effective manner.
- Take initiative and be self-motivated.
- Work multiple time-sensitive tasks and issues in response to visual and sound stimuli with a high degree of accuracy and in a timely manner.
- Work up to twelve (12) hours at a time continuously wearing a communications headset that will cover one ear or fit within the ear canal of one ear, and be able to still hear and understand other outside sound sources not coming to the earpiece.

EDUCATION AND EXPERIENCE:

A combination of education and related experience sufficient to provide the requisite knowledge, skills and abilities may substitute for education requirements.

- Must have a High School Diploma or equivalent.
- Must be ACCESS Level II certified, or be certified within six months of commencement of employment.
- Experience in computer terminal operation.

PHYSICAL DEMANDS/WORKING CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to clearly speak and comprehend the English language.
- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats.
- Individuals must be free from physical impairments that with or without accommodation would interrupt continuous performance of a shift lasting up to twelve hours.
- May be required to sit/stand while observing a computer display screen for long, uninterrupted periods of time.
- Individuals must have adequate hearing and visual acuity to successfully perform the essential job requirements of call taking.
- Extensive use of various computer systems using keyboard and/or mouse.
- Work is performed in a confined environment under high stress and plays a critical role in public safety service delivery. May take information from callers who may be excited, abusive, incoherent, intoxicated or emotionally distraught, while remaining professional.
- SNOPAC is a 24/7 emergency communications operation. Must be able to work shift work encompassing a twenty-four (24) hour day, seven day week; inclusive of days, evenings, nights, weekends and holidays.
- Must be prepared to stay in the Center for the full scheduled shift. Uninterrupted lunch and breaks are not guaranteed.
- Remain in the Center on duty for extended periods in emergency and/or critical staffing circumstances.

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- Will occasionally be required to move or lift up to 25 pounds of weight unassisted. Any item more than 25 pounds will require assistance. All lifting will be accomplished in accordance with established safety standards.
- Travel by various modes of private and commercial transportation within the region may be required.
- May be subject to mandatory overtime and “call back” on short notice.

The statements contained in this class specification reflect general details as necessary to describe the principle functions of this class, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.