



9-1-1 Call Taker Casual Part-Time

Position Description

Date Updated: July 10, 2019

Position Title: 9-1-1 Call-Taker / Casual Part-Time

Supervisor: Operations Supervisor

Supervision Exercised: None

Position Overview:

The Call-Taker will answer, process and prioritize 9-1-1 emergency and non-emergency phone lines according to established procedures. Call-Takers will provide information to citizens, first responders and partnering agencies utilizing complex phone and computer equipment (computer aided dispatch system; CAD). Call-Takers are responsible for listening to callers to accurately ascertain the nature of the call, entering calls for service for dispatching, recording information provided to them by callers and first responder personnel by maintaining accurate records of events, written logs and information that may be used in legal proceedings.

This position requires the ability to question callers with tact, professionalism, and control to determine the nature of a problem being reported and gather required information. The Call-Taker provides pre-arrival instructions to callers and may relay further instructions as directed by field units. Performs related work as required and other duties as assigned.

This position requires the exercise of sound judgment in handling emergency situations and the ability to remain alert throughout an assigned shift, under varying levels of multiple simultaneous tasking and urgency. Often high intensity and fast moving work is involved.

This position is classified as Casual Part-Time position. Although Casual Part-Time employees are non-exempt and are not represented by a Collective Bargaining Association (CBA), maximum allowed work hours are outlined in the CBA for Casual Part-Time employees.

Working Environment:

Work is performed at METCOM offices located at 1060 Mt. Hood Ave., Woodburn, OR inclusive of days, evenings, nights, weekends and holidays. Employees may be subject to "call back" on short notice. Dependable and predictable attendance is required. Work is performed in a seated stationary dispatch station resulting in limited opportunity for physical movement. Work stations require the use of headsets; computer terminals, multiple monitors and multi-line phone systems. The employee must reach with hands and arms with continuous use of a computer keyboard. Specific vision abilities include close vision, distance vision and color vision. Individuals must observe multiple computer display screens under low lighting conditions for long, uninterrupted periods of time. Individuals must be able to wear a communications headset that will cover one ear and be able to still hear and understand other outside sound sources not coming into the ear piece. Employees must be prepared to stay in the Center for the full scheduled shift. Uninterrupted lunch and other breaks are not guaranteed except as required by law. Work is performed in a confined environment, under high stress and plays a critical role in Public Safety delivery.

This position may travel as necessary for meetings, training, and other responsibilities.

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Qualifications:

- No Criminal History with the ability to pass an extensive background check including driving history and controlled substances. Positive test results for marijuana will result in rescission of a contingent offer of employment.
- Possession of or ability to obtain a valid Oregon Driver's License and Proof of Vehicle Insurance within 30 days of hire date. Employment will be contingent upon presenting of an acceptable and verifiable driver's license.
- Education – High School graduate or equivalent.
- Net typing speed of at least 45 words per minute (this will be tested).
- Successful completion of pre-employment testing process.
- Basic to intermediate level of computer knowledge and experience.
- Ability to use multi-line phone system and copy / fax machine.
- Ability to learn and implement the policies, practices and procedures of the Agency.
- Ability to demonstrate good customer service.
- Ability to effectively use oral and written communication in the performance of duties and responsibilities.
- Willingness and ability to conform to quality control of work and accept feedback.
- Commitment to comply with confidentiality requirements and agency policies.
- Comfortable working within a public safety environment which involves people-related emergencies and crisis conflict management.
- Ability to obtain Basic Certificate in Telecommunications and EMD in the State of Oregon within one year with adequate provided training.
- Experience in a multi-task, public service, and/or customer service environment Preferable.

Distinguished Characteristics of Position:

Employees in this classification perform duties highly transparent to the public and public service agencies. The work requires the handling of sensitive and confidential information; considerable contact with emergency service personnel and the general public, who may often be volatile and angry. Employees will be subject to a multi-tasking environment often under high stress conditions.

Job Duty Outline:

The duties listed shall not be construed as a detailed description encompassing all the job responsibilities. All functions must be performed with a high degree of accuracy and competence.

- Operates and monitors communications equipment, in accordance with METCOM policies and procedures, in order to answer 9-1-1 emergency and non-emergency calls for service.
- Operates computer equipment (CAD system) under the requirement of METCOM policy and procedures to quickly, accurately and efficiently document call for service information.
- Operates computer systems to accurately record information including vehicle registrations and status, search driver records, warrants and stolen vehicle information; enters and clears record information; efficient use of LEDS and other necessary criminal justice data banks and systems; relay communications to dispatchers.
- Assist Officers, Firefighters and partner agencies with routine inquiries such as times, status units on and off duty, requested LEDS inquiries, report numbers, etc.
- Operates a multi-line phone system receiving and processing both emergency and non-emergency calls for service for police, fire, and medical emergency assistance and other

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public requests for help. Effectively route other emergency and non-emergency calls for service to other appropriate agencies.

- Provide Emergency Medical Dispatch (EMD) pre-arrival instructions to callers as required.
- Determines priorities of calls and provides referral information and services as needed.
- Ability to answer multiple telephone calls.
- Ability to function courteously, effectively and with a high degree of accuracy in stressful situations; maintaining a positive customer attitude with the public, user agencies, co-workers and supervisors.
- Make prompt, accurate and appropriate decisions which affect the outcome of other public safety services or personnel based on available information.
- Relay information accurately to reflect situational detail.
- High level skills in listening and communication; speaking clearly and distinctly in an appropriate tone of voice.
- Ability to control a call; deal tactfully and professionally with the general public.
- Ability to work effectively in a disciplined environment with close supervision and carry out lawful orders according to METCOM policy and procedures.
- Ability to work proficiently with language interpretive services and devices for communications with speech or hearing impaired callers.
- Study and maintain familiarity with major roads, streets, industrial areas, public buildings and the general geographic locations of cities, towns, and landmarks in the response jurisdictions for the user agencies.

Essential Job Functions:

Physical

- Sit at a desk for extended periods of time;
- Occasionally walk, stand, or stoop;
- Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 20 pounds;
- Use tools or equipment requiring a high degree of dexterity;
- Work for sustained periods of time maintaining concentrated attention to detail.
- Must meet all physical standards as set forth by the State of Oregon to include visual acuity, hearing, speaking and basic physical health that provides the stamina to perform the duties of the position for long periods of time.
- Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Mental

- Must possess ability to remain calm in stressful environment of crisis and emergency events;
- Communicate with callers who may be excited, abusive and foul mouthed, incoherent, drunk or hysterical.
- Ability to deal with sensitive information in a discreet and professional manner by maintaining confidentiality.
- Work harmoniously with co-workers, user agencies, outside public service agencies and the public in high stress, fast pace environment.

Requirements:

- Must successfully pass an extensive background investigation, including psychological, physical and medical exam.
- Must successfully pass the DPSST F-2T standards.

- Ability to possess and maintain Law Enforcement Data System (LEDS) certification, CPR/First Aid certification, Emergency Medical Dispatch (EMD) certification, DPSST Telecommunicators certification, and Hazardous Materials certification.
- Must be available to work weekends, holidays, rotating work shifts (including days, swing or nights), work shifts that maybe extended beyond a regular scheduled shift, and may be called to work on the employee's regular scheduled day off. Employees may be subject to "call back" on short notice. Dependable and predictable attendance is required.
- Must be able to maintain professionalism at all times, establish and maintain cooperative working relationships with co-workers and others contacted in the performance of duties.
- Comfortable working within a public safety environment which sometimes involves people-related emergencies and crisis conflict management.

Training and Job Preparation:

- Orientation, training through the Oregon Department of Public Safety Standards and Training (DPSST), in-house training for call-taking and continued education such as trainings, seminars, and conferences.
- Newly hired employees will participate in a training program to include in-house training, DPSST Academy, EMD Academy and outside training as appropriate. Trainees will learn to perform duties for Call Taking, Geography and other duties as required.

Dress Code: Business Casual

Employee Signature

Date