



## Call Taker 911 Communications

911/14-753

### JOB SUMMARY

This position is responsible for answering emergency and non-emergency calls, providing life-saving instructions, responding to general requests for assistance and information, and maintaining critical records for the administration of public safety.

### MAJOR DUTIES

1. Operates enhanced 911 telephone system with multi-screen controls; answers emergency and non-emergency calls for service; determines location and nature of call; provides emergency instructions to callers; obtains and records vital information.
2. Initiates CAD entries regarding calls for service, creating the foundation for reporting with emphasis on accuracy to enhance responder and public safety.
3. Utilizes CAD to research historical incidents and notifications, providing information and increased responder safety.
4. Answers non-emergency calls for service, responding to general requests for information or assistance from internal and external customers.
5. Operates NCIC/GCIC databases to retrieve and disseminate information necessary to conduct Public Safety operations; initiates NCIC/GCIC queries as necessary; relays pertinent information to responders via telephone.
6. Monitors severe weather alert systems; initiates local alerts and voice activations of the siren warning system; notifies county personnel.
7. Performs general office duties, to include faxing, copying, filing, shredding, and email correspondence.
8. Performs other related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

1. Ability to multi-task and complete multiple time-life critical tasks simultaneously.
2. Ability to work as part of a cohesive unit consisting of diverse personalities, levels of experience, and skill toward a common goal.
3. Excellent typing skills.
4. Skill in customer service.
5. Knowledge of NCIC/GCIC standards and regulations.
6. Knowledge of computers and job-related software programs.
7. Skill in creating, understanding, and interpreting written language.
8. Skill in verbal communication and interpersonal relations; ability to provide information in a manner that is conducive to adult learning.
9. Skill in prioritizing and decision making.
10. Ability for instant and accurate recall of information to be recorded, relayed, or disseminated.
11. Ability to read and comprehend maps and utilize mapping software.
12. Skill in dexterity; ability to view multiple screens and utilize multiple keyboards and mice to perform the call taker function.
13. Advanced call taking skills; ability to create an environment which is conducive to gathering information from highly emotional callers.
14. Knowledge of Fayette County 911 procedures and directives, the Fayette County Policy and Procedure Manual, and the Fayette County Loss Prevention Manual.
15. General office skills such as filing, typing, copying, composing correspondence, faxing, etc.

### SUPERVISORY CONTROLS

The Communications Shift Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include the Fayette County Policy and Procedure Manual; Fayette County 911 Administrative Directives; Fayette County Loss Prevention Manual; Association of Public-Safety Communications Officials (APCO) Training Officer (CTO) Course Manual; APCO Guidecards for Emergency Medical Dispatch, Fire Services, and Law Enforcement Communications; GCIC and NCIC policies and rules; accreditation standards; FCC regulations. These guidelines are generally clear and specific but may require some interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of related call management duties. Callers are under extreme stress and are often unable to provide critical information when contacting the Fayette County 911 Center. All major duties listed above are being performed simultaneously requiring a high degree of accuracy to protect against loss of life and property. Responsibility for the safety of callers, officers, firefighters, EMTs, and other professional contacts create a high stress work environment.
- The purpose of this position is to perform all tasks associated with initiating emergency response to include answering emergency and non-emergency calls, responding to public safety units via phone, responding to general requests for assistance and information, maintaining critical records for the administration of public safety.

## **CONTACTS**

- Contacts are typically with co-workers, law enforcement personnel, fire services personnel, emergency medical providers, representatives from external agencies, and members of the general public.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in a communications center, a large open room containing multiple workstations.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

## **SPECIAL CERTIFICATIONS AND LICENSES**

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Successful completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment and every three (3) years thereafter. Successful completion of Georgia Crime Information Center (GCIC) Criminal Justice Information System (CJIS) Network Operator training within sixty (60) days of employment and every two (2) years thereafter. Successful completion of Security Awareness certification. APCO Emergency Medical Dispatch (EMD) certification, Fire Services Communications (FSC) certification, Law Enforcement Communications (LEC) certification, National Incident Management System (NIMS) 100, 700, 200, 800 certifications. American Heart Association CPR certification.

## **ADA COMPLIANCE**

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

## HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

## DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the workplace or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

## MINIMUM QUALIFICATIONS

- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- Must possess State of Georgia Basic Communications Officer Certification.
  - **A valid O-key must be provided at time of application.**
- All military experience must be documented on a DD214 with honorable discharge.
- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.