



POSITION TITLE: Call Taker
REPORTS TO: Communications Supervisor

DATE: May 2016
FLSA STATUS: Non-Exempt
Approved by: S. Webster

SUMMARY:

Call Takers provide calm and efficient service to the general public, while providing clear direction, responsive feedback and proactively finding pertinent information. Call Takers provide communication and support to the general public. Under the direction of the Communications Supervisor, Call Takers must develop a rapid and accurate sense of call interpretation and decision-making during all situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Follow established policies for telephone communications and terminology.
- Answer incoming phone lines and processes the information in an accurate, timely, and courteous manner. Properly assess calls to determine whether they are of an emergency or non-emergency nature
- Answering all non-emergency calls, determines the caller's needs, and routing the call to the appropriate dispatcher or service agency
- Follow established policies for caller interrogation, information gathering, Emergency Medical, Fire and Police Dispatching, call triage, and customer service.
- Demonstrate knowledge of area landmarks and geography including: all metropolitan areas, counties, fire districts, hospitals, and extended care facilities.
- Understand equipment located in the communications center ensuring efficiency of operations.
- Participate in quality improvement activities; assists in maintaining compliance with all established customer service standards.
- Support and uphold established corporation and department policies, procedures, objectives, quality improvement, and safety standards.
- Monitor, document and report complaints to the Communications Supervisor.
- Enters data accurately and completely into the Computer Aided Dispatch system for all service requests.
- Maintain positive behaviors, approaches, attitude and commitment to interpersonal service toward customers, visitors, and coworkers. Adhere to all NWCTPS policies and procedures.
- Maintains performance levels consistent with standards.
- Maintain a calm, non-emotional and professional atmosphere in the communications center at all times.
- Attend scheduled department meetings and training sessions.
- Maintain all required certifications
- Perform other duties as assigned by management.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

- Make recommendations for system enhancement.
- Report needed repairs or major malfunctions to the on-duty supervisor.
- Participates in community programs to maintain the image of NWCTPS and establish strong community relations.
- Participates in quality assurance activities and as an experienced EMT, may assist in the orientation and development of new employees.

MINIMUM QUALIFICATIONS:

High School diploma or GED. Demonstrated knowledge of local geography. Ability to perform in a high stress environment. Ability to wear and use a headset. 30 WPM. Must have no significant loss of hearing. Ability to stay seated for long periods of time without relief. Color Vision: ability to distinguish and identify different colors. Ability to concentrate on fine detail with constant interruption. BS/BA degree in communications or related field preferred. One year EMS communications experience desired. Effective oral, written and interpersonal communication skills.

OCCUPATIONAL HEALTH AND SAFETY

Employees are responsible and accountable for compliance with workplace policies and procedures for risk identification, risk assessment and risk control and identification and reporting of health and safety risks, accidents, incidents, injuries and property damage. Employees must correctly utilize personal protective equipment.

STRESS FACTORS:

Occasionally: Patient care; MCIs, life & death situations

Frequently: High pressure

Constantly: Repetitive tasks

PHYSICAL REQUIREMENTS:

Frequently: Simple touching,

Constantly: Hearing/listening, conversations, clear speech, talking, simple touching, dexterity, hand, finger, typing 35 WPM, sitting, seeing, color vision

WORKING ENVIRONMENT:

Occasionally: Noise

Frequently: Extended day

Constantly: Works with others, face to face contact, verbal contact with others, shift work, days, nights, weekends, holidays.

MENTAL REQUIREMENTS:

Occasionally: Reading-complex, writing-complex, higher math skills

Frequently: Reading-simple, writing-simple, memorization, analyzing, perception/computation, judgment, and reasoning

Constantly: Reading, speaking, clerical, decision-making

EQUIPMENT USED:

Occasionally: TDD, printers, faxes

Frequently: Protocol flip cards, computer, monitor, keyboard

Constantly: Telephone, CAD

ACKNOWLEDGEMENT

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE NAME - PLEASE PRINT

EMPLOYEE SIGNATURE

DATE