



911 Communications Call Taker Dispatcher Trainee

Classification:	Trainee Call Taker/Dispatcher	Reports to:	Dispatch Supervisor
Division:	Operations	Direct Reports:	N/A
FSLA:	Non Exempt	Salary Range:	100

JOB DESCRIPTION: CRESA provides training to become a 911 Call Taker and/or Dispatcher. After a 911 Call Taker and/or Dispatch Trainee successfully passes training and probation, the candidate will be placed into one of those positions based on availability and seniority. Call Takers main functions are to answer and process 311 non-emergent requests from both citizens and user agencies, answer and process 911 calls, and perform Emergency Medical Dispatch for callers with medical response needs. In addition to all Call Taking duties, 911 Communications Dispatchers also dispatch police, fire and medical services. Call Taking training takes approximately 6 months. Dispatcher training takes approximately 8 months.

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 preferred.
 - To be considered a lateral candidate, must have successfully passed training and probation for 911 Call Taking or Dispatching for Police or Fire plus have 2 years on the job experience at a PSAP in the United States.
- Excellent communication skills.
- Excellent computer skills, knowledge and experience. Ability to monitor 4+ computer screens. Accurate and rapid data entry.
- Proven critical thinking skills.
- Ability to memorize and recall details, codes and procedures. Attention to detail is essential.
- Ability to work all days and hours. Including but not limited to swing, graveyard, weekends and overtime.
- Ability to pass background investigation. Felony convictions are disqualifying.

CALL TAKER ESSENTIAL JOB FUNCTIONS:

- Answer and process 911 calls for police, fire and medical.
- Answer 311 calls for service of routine, and non-emergent requests from citizens and user agencies
- 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 call taking 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.

Work is performed in an indoor, open-space environment and stationary setting. Dispatchers work with and are surrounded by computerized control panels that require detailed dexterity.

Dispatchers work at sit / stand consoles and can move in a limited area.

Headsets are worn at all times while on duty on the operations floor.

Dispatchers are expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life threatening situations.

Work entails extensive keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip cards.

Hearing and Speaking:

Hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers

Speak clearly and concisely in English

Hear, understand and respond using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment

Seeing and Reading:

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



Mental acuity and alertness:

Stamina, ability to regularly and reliably work long shifts (10-hour standard shift; 12 hour shift as required by staffing levels; 14 hour shifts are also necessary on occasion).

Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations

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

Manual dexterity and typing:

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

Physical dexterity:

Sit for extended periods of time; stand or walk as necessary

Sit for extended periods of time particularly during high stress situations

Stretch, reach, or lift objects or materials that may be up to 10 pounds in weight

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.