



# 911 Trainee for Emergency Communications Call Taker

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<b>Classification:</b>	911 Trainee	<b>Reports to:</b>	Dispatch Supervisor
<b>Division:</b>	Operations	<b>Direct Reports:</b>	N/A
<b>FSLA:</b>	Non Exempt	<b>Salary Range:</b>	100

**JOB DESCRIPTION:** CRESA provides training to become a 911 Call Taker. After a Trainee successfully completes Call Taking training and probation, they will be placed in a 911 Emergency Communications Call Taker position (classification 115). 911 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. Schedule for Call Takers are set (not rotating) that is any combination of 4 days 10hrs or 5 days 8hrs. Call Taking training takes approximately 5-6 months. When a dispatcher position becomes available, internal non probationary 911 Call Takers may apply for a promotional opportunity to train and become Police and Fire Dispatchers.

## MINIMUM JOB QUALIFICATIONS:

- Must be at least 18 years or older
- Must be able to legally work in the United States
- High school diploma or equivalent
- One or more years' full-time work experience with intensive customer interaction preferred.
  - Lateral candidates must have successfully passed training and probation for 911 Call Taking 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 (30+ wpm).
- 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

**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
- 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. Required high school diploma or GED equivalency.

**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.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li>• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.</li> </ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <li>• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.</li> </ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <li>• 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, monitors and data communications terminals. See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles.</li> </ul>	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li>• <i>General / Broad Hearing.</i> Differentiate and comprehend:               <ul style="list-style-type: none"> <li>○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’</li> <li>○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’</li> <li>○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.</li> </ul> </li> <li>• Hear, understand and respond to verbal information in person, and by using radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, and complex communications equipment.</li> <li>○ Headsets are worn at all times while on duty on the operations floor.</li> </ul>	Hourly / Constantly	Very Important
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Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li>• <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.</li> </ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <li>• Speak clearly and concisely in English.</li> </ul>	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li>• <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.</li> </ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <li>• <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.</li> </ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <li>• <i>Grasp.</i> Seize and hold object with fingers, palm, arms.</li> </ul>	Daily	Important
<ul style="list-style-type: none"> <li>• <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.</li> </ul>	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none"> <li>• <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn’t exceed 20 lbs.</li> </ul>	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement



• <i>Sit.</i> Remain in seated position to accomplish work.	Hourly / Constantly	Important
• <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.	Hourly / Constantly	Important
• <i>Walk.</i> Move about or travel on foot to accomplish work.	Daily	Important
• <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations.	Weekly / Monthly	Slightly Important

Working Memory	Frequency	Criticality of Requirement
• <i>Audio Memory.</i> Retain and retrieve information gained via audio sources.	Hourly / Constantly	Very Important
• <i>Visual Memory.</i> Retain and retrieve information gained via visual sources.	Hourly / Constantly	Very Important

Comprehension	Frequency	Criticality of Requirement
• <i>Rapid Comprehension &amp; Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation.	Hourly / Constantly	Very Important
• <i>Complex Comprehension &amp; Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.	Hourly / Constantly	Very Important
• <i>Mental acuity and alertness.</i> Stamina, ability to regularly and reliably work long shifts (10 hours up to 14 hours). 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.	Hourly / Constantly	Very Important

Environmental Working Conditions	Frequency	Criticality of Requirement
• <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions.	--	--

Level of Physical Activity	Frequency	Criticality of Requirement
• <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. Work is performed in an indoor, open-space environment and stationary setting.	Hourly / Constantly	Very Important
• <i>Manual dexterity and typing.</i> 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.	Hourly / Constantly	Very Important

- Work is performed in an indoor, open-space environment and stationary setting, surrounded by computerized control panels that require detailed dexterity, work at sit / stand consoles and can move in a limited area. Headsets are always worn while on duty on the operations floor.
- 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 entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip cards.
- 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.

**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 permanent residents that are lawfully authorized to work in the United States will be hired. All new employees will be required to present documentation verifying identity and employment eligibility.