

**KLAMATH 9-1-1 COMMUNICATIONS DISTRICT
POSITION DESCRIPTION
9-1-1 CALL-TAKER**

Date Prepared: August 27, 2012

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Position Title: 9-1-1 Call-Taker

Supervisor: Lead Dispatcher, Operations Manager

Position Overview: Under the supervision of the Lead Dispatcher or Operations Manager, the 9-1-1 Call-Taker will courteously and expeditiously answer all calls for service to the Klamath 9-1-1 Emergency Communications Center, and provide support services to the Telecommunications Specialists as well as the members of the agencies to whom the Center provides services. Provide pre-arrival instructions to callers. Position is in the public sector, is non-exempt and represented by the collective bargaining unit. Must maintain current vehicle insurance and comply with all laws governing motor vehicle use in Oregon.

Working Environment: Work is performed at the Klamath 9-1-1 Communication Center.

Qualifications:

1. Education - High school graduate or equivalent.
2. Experience – A minimum of one-year verifiable employment.
3. Equipment used - Multiple computers with keyboarding minimum of 30 wpm, communication equipment, fax machine, 9-1-1 telephone lines, paper shredder, emergency generator, and copy machine.
4. Ability to learn and implement the policies, practices and procedures of the District.
5. Ability to make independent decisions and solve problems pertaining to 9-1-1 call-taking.
6. Ability to effectively use oral and written communication in the performance of duties and responsibilities.
7. Hold either a valid Basic Certificate in Telecommunications and EMD in the State of Oregon, or be able to obtain certification within one year with adequate provided training.

Essential Job Functions:

Physical:

1. Must be able to pass a medical examination within the acceptable limits established for Telecommunicators in conjunction with DPSST F-2T standards.

“This District is an Equal Opportunity Provider.”

Mental:

1. Must possess ability to remain calm in stressful environment of crisis & emergency events

Job Duty Outline:

1. Answer and process calls on 9-1-1 lines within 3 rings
2. Answer all incoming non-emergency calls with 5 rings
3. Enter required information into the Computer Aided Dispatch System, and route the call to the appropriate dispatcher or other service agency
4. When appropriate, provide Emergency Medical Dispatch services to callers with a medical emergency
5. Act in the capacity of Fire Dispatcher using the radio and CAD system, when necessary
6. Utilizing the CAD system, assist officers and firefighters with routine inquiries such as: times of a call for service; putting a unit on-duty or off-duty; making LEDS inquiries and entries, issuing report numbers, attempt to locates, etc.
7. Process and maintain records and files as directed
8. Enter information in the Law Enforcement Data System
9. Communicate with other District employees to effectively and efficiently coordinate work programs
10. Communicate with employees from other departments and agencies in order to coordinate and implement the work program
11. Communicate with members of the general public in order to coordinate work programs and provide appropriate information about county activities
12. Other duties as assigned.