

**SOUTH EAST REGIONAL EMERGENCY SERVICES AUTHORITY
APPROVED JOB DESCRIPTION
Call-Taker**

GENERAL STATEMENT OF DUTIES

Answers incoming emergency and non-emergency phone calls. Responds to emergency services inquiries and communicates with the appropriate public agency.

SUPERVISION RECEIVED

Work is performed under the general direction of the SERESA Supervisor or designee

SUPERVISION EXERCISED

None

ESSENTIAL JOB FUNCTIONS: (On a rotating shift basis): The following are essential functions of the job; the duties listed are not intended to be an exhaustive list of responsibilities or qualifications with the job. Emergency Services Dispatcher will need the ability to discern and perform other duties as assigned.

1. **Training:** Receives training as follows:

- A. Applicable laws and ordinances
- B. Policies and procedures
- C. Emergency Medical Dispatching (EMD)
- D. In service agency training (CTO program)

2. **Job Duties:**

- A. Responsible for receiving incoming calls, using discernment, determines urgency thereof and document call thoroughly and forward to for proper dispatching.
- B. Gives emergency medical instructions, as outlined in protocol, while forwarding information to dispatcher for appropriate services.
- C. Must be able to process incoming phone calls and accurately type simultaneously on the computer to relay all pertinent information to dispatch.

QUALIFICATIONS

1. Minimum Qualifications:

- A. Ability to communicate effectively with the appropriate emergency services agency without hesitations.
- B. Ability to speak and hear the English language clearly and distinctly.
- C. Ability to remain calm and communicate with emotional persons and elicit the proper information and responses from them
- D. Ability to maintain accurate records and reports.
- E. Ability to pass background check, and medical exam within normal parameters, specifically with regard to the listed essential job functions
- F. Reasonable related work experience, which would indicate dependability, maturity and the ability to exercise good judgment.
- G. Proven ability to use computers with demonstrated speed and accuracy in data entry.

2. Desired Qualifications

- A. Knowledge of geography of the Service Area
- B. Ability to demonstrate responsibility by receiving, assimilating, and recording information accurately and to respond correctly and efficiently
- C. Ability to act with tact and impartiality both internally and externally
- D. Ability to be obedient through oral and written instructions
- E. Ability to exhibit imagination, initiative and discernment in problem-solving.
- F. Ability to demonstrate humility and diligence in day to day operations.
- G. Ability to demonstrate dependability by fulfilling what is consented to do, even if it means unexpected sacrifice.
- H. Must possess a benevolence and ability to serve both the public and co-workers with humility and co-actively.

3. Special Requirements

- A. Must be 18 years of age or older
- B. Must successfully complete CTO training after hire date
- C. Must have dependable transportation methods and valid drivers license
- D. Must be willing to work rotating shifts, weekends and holidays
- E. Must be capable of learning and performing all LEIN and NCIC computer functions.
- F. Must meet all LEIN and NCIC security requirements as a terminal operator.
- G. Must successfully pass EMD certification class

EDUCATION

Graduation from an accredited high school (GED acceptable) or higher earned degree

EXPERIENCE:

Computer training or equivalent experience preferred.