

SOUTH EAST REGIONAL EMERGENCY SERVICES AUTHORITY
JOB DESCRIPTION
EMERGENCY SERVICES CALL TAKER

BARGAINING UNION AFFILIATION MAP

UPDATED May 2022

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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

Job Functions are performed under the general direction of a SERESA Supervisor.

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 Call-Takers will need the ability to discern and perform other duties as assigned.

TRAINING: *Receives training as follows:*

- Applicable laws and ordinances
- Policies and procedures
- Emergency Medical Dispatching (EMD)
- In service agency training (CTO program)
- State mandated training to meet minimum training standard requirements

DESIRED QUALIFICATIONS

- Knowledge of geography of the Service Area(s)
- Ability to demonstrate responsibility by receiving, assimilating, and recording information accurately and to respond quickly and efficiently
- Ability to act with tact and impartiality both internally and externally
- Ability to be obedient through oral and written instructions
- Ability to exhibit initiative and discernment in problem solving
- Ability to demonstrate humility and diligence in day to day operations
- Current CPR, First Aid Certification
- Ability to demonstrate dependability by fulfilling what is consented to do, even if it means unexpected sacrifice.
- Must possess the ability to serve both the public and co-workers with humility and co-actively
- Proven ability to use computers with demonstrated speed (25 wpm) and accuracy in data entry

AN EMPLOYEE IN THIS CLASSIFICATION, UPON APOINTMENT, MUST HAVE THE FOLLOWING TRAINING AND EXPERIENCE:

MINIMUM QUALIFICATIONS

- Ability to communicate effectively with the appropriate emergency services agency without hesitations.
- Ability to speak and hear the English language clearly and distinctly.
- Ability to remain calm and communicate with emotional persons and elicit the proper information from them
- Ability to maintain accurate records and reports.
- Ability to pass standard medical and psychological exam within normal parameters, specifically with regard to the listed essential job functions
- Reasonable related work experience, which would indicate dependability, maturity and the ability to exercise good judgment.
- Graduation from an accredited high school (GED acceptable) or earned higher education degree

SPECIAL REQUIREMENTS

- Must be 18 years of age or older
- Must be able to successfully pass an extensive Background check
- Must successfully complete CTO training after hire date
- Must have dependable means of transportation and possess a valid driver's license
- Must be legal to work in the United States
- Must live within the parameters outlined in the current Bargaining Agreement
- Must be willing to work rotating shifts, weekends, and holidays
- Must be capable of learning and performing all LEIN and NCIC computer functions
- Must meet and maintain all LEIN and NCIC security requirements as a terminal operator
- Must successfully pass the designated Emergency Medical Dispatch certification class
- Must be able to travel out of the area to attend State required minimum training standards certification courses

TYPICAL EXAMPLES OF WORK: *An employee in this classification may be called upon to perform the following tasks, which are illustrative and not exhaustive in nature.*

- Receives telephone and radio calls for emergency services.
- Records information on a computer while talking on the phone and/or radio
- Must be able to sit for long periods of time
- Controls operation of roadblock and major emergency plans and maintains files.
- Maintains control of all calls received and transmissions made on radio and telephones.
- Maintains street locations, emergency phone numbers, patrol schedules and other pertinent records.
- Instructs new personnel on the use of communication equipment.
- Provides public education to citizens