

Code: 3528

Title: SHERIFF'S 9-1-1 CALL TAKER

SUMMARY: This classification receives emergency and non-emergency calls by telephone, including enhanced 911 system calls, determines situations, elicits needed additional information and responses required, and relays essential information to dispatchers, staff and other agencies as needed. It is distinguished from Public Safety Tele-Communicators who dispatch and communicate directly with field units to direct response and additional support.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Receives emergency and non-emergency calls, including enhanced 911, from the public, Public Safety dispatchers, and law enforcement, fire and medical agencies via telephone and automated communications/dispatch systems;

Determines relative priorities of all calls and routes them to required units and/or agencies using voice and computer-based systems;

Enters service requests into computer-aided dispatch systems via keyboards, after paraphrasing essential information to provide needed data to dispatchers and responding units/agencies;

Receives calls on administrative communications systems and provides needed information or routes calls to appropriate staff or agency for response;

Transmits and receives messages via telephone, computer, fax, or other communication equipment;

Makes inquiries of various sources to obtain requested information or services by phone or computer automated communication equipment, e.g., wants/warrants, motor vehicle data, criminal history, or records, missing/stolen/found property and like information;

Contacts other Departmental offices or other agencies by telephone to request support or services for field units, e.g., towing companies, detectives, Medical Examiner, Animal Control, material management, Automotive Services, etc.;

Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;

Creates and maintains automated and/or manual records of public safety communications activities;

Uses various computer systems for data entry and information retrieval;

May assist in providing on-the-job training for dispatcher/communicator trainees;

May submit trainee progress and evaluation reports to supervisory staff.

KNOWLEDGE & SKILLS:

Knowledge of:

- public safety/service activities and the organization, policies, and procedures of the Sheriff's Department;
- effective verbal communications techniques, particularly for communicating with callers under stress;
- Departmental requirements for creation and maintenance of manual and automated records of activities;
- the proper use and care of communication and computer equipment;
- basic mathematics and the English language, spelling and word usage;
- law enforcement/emergency services terminology and procedures;
- geography of Pima County and locations of towns, cities and communities, major and minor roadways and highways and like information.

Skill in:

- . eliciting and paraphrasing essential information from callers for relay to appropriate dispatchers and/or other agencies and staff;
- . reacting quickly and calmly in emergencies;
- . communicating clearly and concisely and relaying details accurately;
- . handling situations firmly, courteously, tactfully and impartially;
- . recalling numerous details and essential information;
- . determining relative priorities for service requests;
- . the operation of telephone, keyboard, computer terminal, or related communications equipment;
- . reading and interpreting maps to determine locations and relevant jurisdictional areas;
- . creation and maintenance of required manual and computer-based records.

MINIMUM QUALIFICATIONS: EITHER:

(1) One year of experience as a telephone/radio communicator or dispatcher receiving and dispatching emergency (e.g., law enforcement, medical, fire, public utility, military) and non-emergency calls.

OR:

(2) Six months of experience with Pima County as a Public Safety Support Specialist, Public Safety Data Technician, Emergency Dispatcher or Animal Control Dispatcher.

OR:

(3) Successful completion of the Public Safety 9-1-1 Communicator OR Sheriff's 9-1-1 Call Taker Trainee Program.

OTHER REQUIREMENTS:

Licenses and Certifications: All positions require access certification by the Sheriff's Department, Arizona State or Federal agencies for access to criminal history and related law enforcement and courts databases and communications systems. Failure to obtain or maintain such certifications may be grounds for termination.

Special Notice Items: All positions, including those filled as Trainee appointments, require the ability to type at a rate of at least 35 words-per-minute (wpm) at the time of appointment. [a typing certificate from an accredited agency, less than one (1) year old, will be accepted as proof of proficiency; additional testing may be required by the department at the time of applicant screening to validate the required ability.] All positions require satisfactory completion of a personal background investigation by law enforcement agencies, due to need for access to law enforcement facilities, records and communications systems. Pre-/post-appointment polygraph and drug testing is required of all positions. Some positions may require bilingual abilities in English and a second language, as determined by the Sheriff's Department.

Physical/Sensory Requirements: All positions require the ability to sit and/or stand for protracted periods of time, and to communicate orally by telephone and by use of other communications systems. All positions require extensive use of computer terminals and keyboards to enter, extract and search for relevant data.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.