

City of Dallas
Classification Specification

Title:	911 Call Taker	Class Code:	40036
Application:	Career Series	Pay Grade:	E
Supplemental/Code:	Office and Clerical/4	Established:	10/01/94
FLSA Status:	Non-Exempt	Revised:	01/01/09

Position Purpose

Provides emergency communication response to citizens requesting fire, police, and/or ambulance to maintain the safety of citizens' and police employees lives and property.

Essential Functions

1. Receives and evaluates calls from the public requesting police, fire, and Emergency Medical Service (EMS) assistance and transfers fire and ambulance calls to respective dispatcher as dictated by the situation and mandated in the departmental directives to respond to safety needs of citizens.
2. Determines nature of emergency, codes incident according to five tier call prioritization system, and inputs and transmits call information entering incident data in computer to ensure documentation of incident and transmittal to dispatcher for prompt response.
3. Thoroughly interviews callers to obtain vital/all necessary information to ensure a prompt appropriate response to particular situation and document an accurate and complete report of the incident.
4. Identifies critical situations and alerts supervisor on complicated and unusual situations such as bomb threats, kidnapping, line traces, etc. to ensure prompt and appropriate police response to the situation.
5. Applies policies, procedures, guidelines relating to emergency situations, and crime intervention to ensure compliance, safety of citizens and emergency response personnel, and prevent liabilities.
6. Provides immediate crisis intervention for hysterical and agitated callers to calm them enough to get the necessary information to respond to the call.
7. Regular, reliable and punctual attendance is an essential function of the job.

Knowledge, Skills, and Abilities Required to Perform Work

Thorough knowledge of telephone etiquette and procedures.

Thorough knowledge of streets and highways in the Dallas area.

Working knowledge of Communications Division Standard Operating Procedures (S.O.P.), General and Special Orders consisting of rules, regulations and amendments, Personnel Rules of the City of Dallas.

Proficient and effective oral communication skills with clear and understandable voice.

Technical ability to operate 911-1/3-1-1 telephone equipment, including Automatic Number Indicator, Automatic Location Indicator, and multi-function telephone set.

Ability to apply policies, procedures, and guidelines relating to emergency and non-emergency situations.

Advance knowledge of Crime Intervention procedures.

Ability to receive and handle complaints, and request for information from citizen making call.

Ability to exercise sound judgment and stay calm under extreme pressure situations in order to think and provide quick response to emergency situations.

Ability to type a minimum of 30 words per minute and transcribe citizen's requests succinctly.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Texas Commission on Law Enforcement Officer Standards and Education certification as a 911 Operator required.

Working Conditions and Hazards

Works sitting at telephone panel and computer terminal.

Subject to stress from tension and from receiving details of criminal acts of violence.

Works rotating shifts, including nights, weekends, and holidays.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.