

**City of Dallas**  
**Classification Specification**

<b>Title:</b>	<b>Senior 911 Call Taker</b>	<b>Class Code:</b>	<b>40056</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>F</b>
<b>Supplemental/Code:</b>	<b>Office Clerical/4</b>	<b>Established:</b>	<b>10/01/94</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Revised:</b>	<b>01/01/09</b>

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**Position Purpose**

Provides senior level emergency communication response to citizens requesting a variety of services, and communication support to field units through two-way radio network, telephone, and computer terminal to ensure city service needs are met with efficiency and safety of field personnel.

**Essential Functions**

1. Receives emergency calls from citizens, and generates appropriate service(s) requests .
2. 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.
3. Determines nature of emergency codes incident according to five tier 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.
4. Identifies critical situations and alerts supervisor on complicated and unusual situations such as bomb threats, kidnapping, hostage, line trace, and other high level issues to ensure prompt and appropriate police response to the situation.
5. Thoroughly interviews callers to obtain all vital and necessary information to ensure a prompt appropriate response to particular situation and document an accurate and complete report of the incident.
6. Applies policies, procedures, and guidelines relating to emergency situations, and crime intervention to ensure compliance, safety of citizens and emergency response personnel, and prevent liabilities.
7. Provides immediate crisis intervention for hysterical and agitated callers to calm them enough to get the necessary information to respond to the call.
8. Provides accurate data entry, complaint resolution, and customer service requests and inquires.
9. 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.

Advance knowledge of Crime Intervention procedures.

Technical ability to operate 9-1-1/3-1-1 telephone equipment, including Automatic Number Indicator, Automatic Location Indicator, and multi-function telephone set.

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

Proficient skills in dispatching on the Animal Control, Streets, Water Meters and Transportation Radios on all shifts or proficient skills in the Water Customer Service Specialty Unit.

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

Ability to accurately enter data, resolve complaints, and respond to customer service requests/inquires.

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

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.

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

**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.

Required to be on call.

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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.