

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: COMMUNICATIONS CALL TAKER (Job Code 253).

GENERAL STATEMENT OF JOB

This is responsible entry level work receiving and responding to emergency and non-emergency calls, and taking information over the telephone in the Police/Fire Communications Center. Work objectives involve operating a multi-line call system. Work is reviewed through conferences, reports, and observation of results attained.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Receives emergency and non- emergency calls, disseminates information by telephone and computer.

Questions and interviews callers, requests feedback from callers, classifies calls, records appropriate information.

Routes information to appropriate dispatch console, provides tele communicators with sufficient information to accomplish an assignment.

Contacts Fire Rescue, wrecker services, hospitals and other agencies as necessary.

Takes police, fire or rescue information over the telephone, gathering sufficient information, assisting persons with reporting needs.

Operates a multi-line call system and determines the nature of calls as either emergency or non-emergency.

Enters information from callers in to a Computer-Assisted Dispatch system (CAD) or prepares complaint cards.

Provides information on City services to the public.

Maintains logs, prepares correspondence.

Solves routine problems and situations, provides guidance to callers.

Recognizes potential emergency situations and adjusts dialogue or activities accordingly. Interprets data, attends to details. Identifies and considers related items which affect the caller and responds to ensure the efficient operation of the Communication Center. Assimilates new information into existing framework.

Tracks location of events.

Orally communicates with callers, receives information verbally. Frequently interacts with employees and the public. Articulates and expresses information clearly and concisely, both orally and writing. Conveys information using appropriate channels of communications. Gives verbal and/or written information to effectively operate and maintain the Communications or Information areas. Prepares written and oral reports. Outlines information and responds to requests for assistance.

Prepares and maintains a records retrieval system. Files paperwork using records retrieval system.

Walks through facilities, climbs stairs, and visually inspects work areas.

Exercises sound judgment and discretion in all phases of responsibilities with minimal supervision.

Attends training classes as required.

Performs emergency response duties as necessary.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED. Some experience as a call taker in a communications or a related field involving typing and spelling. Must successfully complete all applicable Civil Service requirements.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to drive and operate a bus with a wheelchair lift. Tasks involve frequent walking, standing, bending, stooping; some lifting and carrying objects of light to moderate weight (12-20 pounds), and operate a vehicle in which manipulative skill and hand-eye coordination are important ingredients of safe and/or productive operation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions. Requires the ability to convey a sense of authority through spoken language.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal, and city administration operations.

Intelligence: Requires the ability to utilize long-range planning principles and methods. Requires the ability to analyze, plan, and draw valid conclusions in program management and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages; utilize algebraic formulas and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Requires the ability to utilize a variety of trapping equipment.

Color Discrimination: Requires the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the objectives, principles, practices, techniques, methods and procedures of any emergency/non-emergency Communications Center.

Knowledge of City and Departmental rules, regulations, policies and procedures.

Knowledge of city organization, department functions and services.

Knowledge of service agencies in the area and services provided by each agency.

Knowledge of police and fire terminology and radio signals, their meaning and proper use.

Knowledge of Computer-Assisted Dispatch system. Knowledge of necessary support services for various emergency and non-emergency situations.

Knowledge of multi-line call directors.

Ability to comply with local, state, federal laws, rules, and regulations.

Ability to pick out important information in oral communications.

Ability to efficiently establish an appropriate course of action for others to resolve situations.

Ability to determine appropriate use of resources.

Ability to analyze and solve problems within areas of responsibility.

Ability to interview and question callers effectively, obtaining complete and accurate information.

Ability to prepare clear and understandable police reports.

Ability to remain calm during emergency conditions, to calm excited or upset callers, to properly classify calls, and to make quick decisions on routing information.

Ability to organize and present material in a responsible manner.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date