	<h2 style="margin: 0;">Combined Regional Communications Authority</h2>			Number:	JD0003
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Title:	Job Description – Call Taker			Section:	Job Description
Issued:	06/01/2022	Effective:	07/01/2022	Revised:	
Rescinds:	All Previous		Amends:		
CALEA References:					
Review:	Annual	Authority:	Director		

## Job Description – Call Taker

### Supervision Received and Exercised

Receives direction from the Communications Supervisor.

FLSA: Non-Exempt


*Job descriptions are intended to present illustrative examples of the range of duties expected by employees in this position. Descriptions are not intended to be all inclusive of all duties performed in this position.*

### Summary of Position

Under the general supervision of a Communications Supervisor, this position performs critical public contact and communications work necessary for the receiving of emergency and non-emergency requests for service and documentation/data entry of those requests.

### Primary Duties


- Answers emergency and non-emergency requests for law enforcement, fire and medical services.
- Operates computer aided dispatch equipment (CAD) by entering call information.
- Provides Emergency Medical Dispatch instructions as necessary.
- Utilizes computer/teletype systems to query and enter operational data.
- Searches available and appropriate resources to locate operational information.
- Uses various maps and mapping resources to determine jurisdictions and to properly identify call locations.
- Performs daily TTY testing on the phone system to assure functionality and documents and reports findings.
- Answers Agency business telephone calls; provides routine data and information to telephone inquiries; may transfer/direct inquiries to proper agency staff; may refer telephone calls to responsible outside state, court, agencies, departments or individuals.

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- Operates computers and standard office equipment including commonly used computer software programs.
- Maintains regular and acceptable attendance at such level as determined CRCA 911
- Is available and willing to work such overtime per day or per week as CRCA 911 determines, necessary or desirable to meet its needs.
- Interacts effectively with others and exercises good judgment when dealing with people in sensitive situations.
- Performs other duties as required and assigned.

#### Qualifications

- Knowledge
- Ability to learn street and road systems, geographical patterns and numerical (address) system of Fremont County
- Ability to learn computer aided dispatch equipment (CAD).
- Ability to operate CCIC/NCIC.
- Ability to operate computer aided dispatch equipment (CAD).
- Ability to work under pressure.
- Ability to communicate effectively with angry, emotional and excited persons.
- Ability to remain calm under urgency circumstances.
- Ability to communicate effectively in verbal and written English.
- Ability to maintain confidentiality of records and information.
- Ability to establish and maintain effective working relationships with superiors, fellow workers and the general public.
- Ability to listen, talk and type at the same time.
- Ability to distinguish different auditory tones.
- Ability to track multiple pieces of information at one time and conduct follow-up as necessary.
- Ability to interact in a professional manner with all staff.
- Ability to act and react to emergency and/or threatening situations in a manner consistent with the law, policies and procedures.
- Ability to apply sound reasoning and decision-making.

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- Ability to operate computers and commonly used computer software programs, as well as any other standard office equipment as required by position.

### Experience and Training Guidelines

#### Experience:

- No prior experience is required.

#### Training:

- High school diploma or G.E.D.
- Other combinations of experience and education that may meet the minimum requirements may be substituted.

#### License or Certificate(s):

- Ability to obtain and/or maintain International Academy of Emergency Dispatch, or equivalent offered by CRCA911, Emergency Medical Dispatch Certification.
- Ability to obtain and/or maintain International Academy of Emergency Dispatch, or equivalent offered by CRCA911, Emergency Fire Dispatch Certification.
- Ability to obtain and/or maintain Colorado Crime Information Center (CCIC) and National Crime Information Center (NCIC) computer operator certifications.

### Working Conditions


#### Environmental Conditions

The position is performed in the following work environment:

Office environment

#### Schedule Conditions:

This position may involve regular and irregular shift work and shift rotations when necessary. Work shifts are normally eight or twelve hours in duration, but may be extended in the event of an emergency, disaster, employee shortage, workload, or work-in-progress. Work schedules involve 24/7 scheduling including weekends and holidays.

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Physical Conditions:

The job is characterized by:

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects such as your own body, mouse, keyboard, office chair, etc. Sedentary work involves sitting most of the time.

The following physical activities are very or extremely important in accomplishing the position's purpose and/or performed on a daily basis:

While performing the duties of this position, the employee may sit for prolonged periods. The employee is regularly required to see, hear, talk, stand, twist, and use repetitive motions in the conduct of work. The employee is required to remain calm during stressful and/or high activity situations.

Per the American with Disabilities Act (ADA), reasonable accommodations will be made for qualifying employees with disabilities.