

# INGHAM COUNTY JOB DESCRIPTION

## 9-1-1 Call Taker

### **General Summary:**

Under the supervision of the Director or his/her designee and in a 24 hour work environment, the 9-1-1 Call Taker receives emergency calls from the public in need of law enforcement, fire, medical or other emergency services. Determines the location and priority of the emergency and provides the information to 9-1-1 Dispatcher. Answers non-emergency calls for assistance and processes criminal justice information. Operates a variety of communication/computer equipment. Works 12 hour shifts, overtime shifts including mandatory overtime and must be available to work on scheduled days off and in the event of an emergency.

### **Essential Functions:**

1. Receives, evaluates, and prioritizes calls for emergency and non-emergency service. Works various shifts and various days, including weekends and holidays. Works on-call as needed.
2. Provides pre-arrival emergency medical instructions to the public while emergency personnel are in route.
3. Coordinates information between the public and Dispatch personnel via a Computer Aided Dispatch system (CAD), telephones or other communication devices.
4. Queries, processes and retrieves local court or public safety systems for criminal justice information. Examples include, but are not limited to, vehicle registrations, driving records and outstanding warrants.
5. Performs data entry as needed.
6. May be involved in training other staff.

### **Other Functions:**

Other tasks as assigned.

*(The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.)*

### **Employment Qualifications:**

**Education:** High School Diploma or equivalent is required. College course work in Criminal Justice, Emergency Services, Public Safety or related field preferred.

**Experience:** Prior experience in law enforcement, fire service, EMS, high volume customer service center or emergency response dispatch experience is strongly preferred.

**Other Requirements:** Must pass a data entry/keyboarding test. Must be able to achieve and maintain LEIN processing status. Must pass criminal, credit and other background checks as required by the County. CPR, EMD or advanced first-aid training is preferred. A general knowledge of local streets and traffic patterns is preferred.

*(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)*

**Physical Requirements:**

- Ability to work 12 hour shifts, to work overtime including mandatory overtime, to be available to work on scheduled days off days and in the event of an emergency.
- Subjected to prolonged periods of sitting.
- Ability to walk, stand, bend, or lift/hold/carry objects found in an office environment.
- Ability to hear, communicate and respond to co-worker and customer inquiries both in person and over the telephone or other communication devices.
- Ability to operate a PC/laptop and to enter & retrieve information from a computer.
- Ability to handle varying and often high levels of stress. Must be able to remain calm when others are panicked or afraid.

*(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above.)*

**Working Conditions:**

Normal work occurs in an office environment.