

SHAWNEE COUNTY, KANSAS

Position Description

Communications Call Taker

POSITION CONTROL NUMBER: various

FLSA STATUS: N

POSITION DESCRIPTION

Under direct supervision, this position receives phone requests for services of a public safety nature including fire suppression, medical emergency and law enforcement, and relays them via Computer Aided Dispatch (CAD) to the appropriate Communications Specialist charged with providing these services. Performs other duties as required. This position is supervised by the Floor and/or Shift Supervisor.

WORK PERFORMED

- 75% Call Taker.** Receives and evaluates requests for services of a public nature. Accurately and thoroughly records all information pertinent to each request for service. Refers callers to the correct resources for requests not falling under the purview of the Shawnee County Sheriff's Emergency Communications Center. Assists with auxiliary services notifications and requests as necessary. Performs patient, courteous and empathetic customer service under frequently stressful conditions.
- 15% Maintain Computer Record Entries.** Logs information received. Updates entries as needed. Maintains awareness of dispatch position statuses within Communications in order to support and facilitate internal information flow and respond to requests for assistance, support or matters of general information.
- 10% Teletype Information Systems.** Receives requests via phone from authorized requestors for Kansas Criminal Justice Information Systems checks. Processes and disseminates responses accurately and thoroughly to the requestor.

KNOWLEDGE, ABILITIES AND SKILLS

Ability to:

- Operate emergency and non-emergency telecommunication systems, including a 911 phone system and CAD system to receive and transmit messages and information.
- Provide accurate and timely transmittal and recording of information and messages.
- Exercise considerable judgment, within established guidelines, in performing duties.
- Work most holidays, weekends and hours other than regular daytime schedule, and work a rotating day off schedule.
- Deal with life-threatening situations daily.
- Remain calm and effective during emergency situations.

Shawnee County Position Description Communications Call Taker (various)

- Communicate effectively, both orally and in writing, using the English language.

PHYSICAL REQUIREMENTS

N-Never O-Occasional (1%-33%) F-Frequent (34%-66%) C-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching			X		Sitting				X	Driving		X		
Pushing/Pulling			X		Bending			X		High Elevation	X			
Climbing		X			Reaching			X		Unprotected Heights	X			
Throwing	X				Lifting-50 lbs.		X			Around Moving Machinery	X			
ARMS					Carrying			X		Driving Automotive Equipment	X			
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes		X		
Lifting-50 lbs.		X			Twisting		X			Cramped Body Position	X			
Pushing/Pulling			X		Squatting		X			Sustained Positions			X	
Carrying			X		Turning			X		Noise Levels (Excessive)			X	
Throwing	X				LEGS/FEET					Electrical Hazards			X	
EYES					Walking			X		Slippery Surfaces		X		
Near Vision				X	Standing			X		Work Above Ground	X			
Far Vision			X		Sitting			X		Work Below Ground	X			
Color Vision				X	Carrying			X		Irregular Surfaces	X			
VOICE					Climbing		X			Moving Objects			X	
Talking			X		Jumping	X				In High Volume Traffic	X			
EARS					Turning			X		Exposure to Marked Changes in Temperature and Humidity				
Hearing				X	Lifting-50 lbs.		X				X			

EQUIPMENT USED

Personal Computer
Telephone Headset
Printer

Telephone
Fax Machine
Paper Shredder

Photocopier
Radio Equipment
Office Furniture

MINIMUM QUALIFICATIONS

High School Diploma or GED Certificate.

No felony convictions.

Required to type thirty-five (35) words per minute.

SPECIAL REQUIREMENTS

Required to pass a background investigation, pre-employment physical and drug screen.

Required to work most holidays, weekends and hours other than regular daytime schedule, and work a rotating days off schedule.

NCIC Certification or certification within one (1) year of employment.

**Shawnee County Position Description
Communications Call Taker (various)**

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

Employee's Signature / Printed Name

Date

Administering Supervisor's Signature / Printed Name

Date

Appointing Authority's Signature / Printed Name

Date

Created: 09/2017

Revision History: 03/2020