



A NATIONALLY ACCREDITED COMMUNICATIONS CENTER

## **COMMUNICATIONS OFFICER I – PUBLIC SAFETY CALL RECEIVER**

Employee Association

### **BASIC FUNCTIONS AND RESPONSIBILITIES:**

This position reports directly to the Team Supervisor. This position is responsible for receiving incoming calls for police, fire and emergency medical aid, and non-emergency requests from the public via 9-1-1 lines and other seven-digit telephone lines. The employee will be required to deal with sensitive information in a discreet and professional manner. Employee obtains information from callers who may be injured, confused or abusive, and determines which, if any, agencies should respond to the event. Employee must enter initial information into the computer while maintaining contact with the reporting party to gather additional information that may be needed. The additional information must be entered into the CAD system in a timely manner so that the original call is continually updated. Performance is evaluated through electronic monitoring of Com Room activities and through direct observation of performance by the Team Supervisor. All voice and data entry work performed by the Call Receiver is continually recorded and is constantly subject to live monitoring for later review and critique and may include public disclosure of such work.

### **DISTINGUISHING CHARACTERISTICS:**

This position provides a critical link in the delivery of public safety service, being the first and most important contact with the citizen needing help. Call Receivers must develop a rapid and accurate sense of call interpretation and decision-making/problem solving skills during stressful situations. This position must remain calm, showing empathy, conveying reassurance and instilling confidence in the caller that the proper response to their needs will result.

This position is represented by the Valley Communications Center Employees Association Bargaining Group.

### **ESSENTIAL JOB FUNCTIONS:**

Answers emergency and non-emergency calls for service and simultaneously enters this information into the computer using a Computer Aided Dispatch (CAD) System.

Calms, negotiates, advises and otherwise communicates with callers to obtain accurate and essential information necessary to establish priority and initiate a timely response to emergency calls

Determines the appropriate agency/agencies that should respond to an incident

Continually updates information as it is received and enters it into the computer in a timely manner

Processes more than one call at a time.

May be asked to participate in Police/Fire/EMS ride-alongs.

Assists other call receivers as necessary when not occupied with primary call answering duties.

Attends shift meetings and/or debriefing before or after work as directed.

Makes referrals, if appropriate.

Performs additional duties as directed.

### **REQUIRED KNOWLEDGE OF/SKILL IN:**

- Knowledge of Valley Com service area, including streets and landmarks.
- Knowledge of map reading concepts, including directions of travel, hundred blocks and freeway access.
- Must condense large amounts of information into readable, sensibly typed remarks in a timely manner and have the ability to recall numerous acronyms and codes essential to appropriate call processing.
- Maintains familiarity with the Standard Operating Procedures (SOP) and appropriate manuals that provide thorough knowledge of Valley Com operations and procedures.
- Skill in operating a computer and telephone system with essential peripherals and program applications

### **REQUIRED ABILITY TO:**

- Ability to be reliable and dependable and report for work on a consistent and predictable basis. (E)<sup>1</sup>
- Ability to maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Must be able to accurately type 40 net words per minute and ability to type while listening and conversing simultaneously.
- Ability to speak the English language coherently and clearly, possess an excellent vocabulary and verbally communicates at a rapid speech rate. Ability to speak another language in addition to English beneficial, but not a requirement.
- Must have a phone at their place of residence or carry a pager at their own expense.
- Must be able to work through complex technical tasks involving various public safety communications systems.
- Ability to deal effectively with people in a multi-cultural society under extremely stressful situations.
- Ability to record names and numbers rapidly and accurately.
- Ability to remember numerous details and quickly re-call essential information.
- Ability to consistently think clearly and respond quickly in a wide variety of emergency situations. (E)<sup>1</sup>

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<sup>1</sup> Essential Functions  
Last Revised: 05/09

- Ability to gather, organize, translate and process information from various emergency callers in an accurate and timely manner. (E)<sup>1</sup>
- Ability to work up to twelve (12) hours at a time, continuously wearing a communications headset that will cover one ear or fit within the ear canal of one ear, while still being able to hear and understand other outside sources not coming to the ear piece.
- Must be able to work in an environment where the ability to hear and react to multiple simultaneous sound and visual sources in a timely manner is critical.
- Ability to listen and focus on essential conversation(s) with large amount of internal and external background noise.
- Ability to work as a “team” member and establish good working relationships.
- Ability to work effectively in a disciplined environment with close supervision and carry out lawful orders regardless of personal agreement.
- Ability to report/stay on duty for up to four (4) hours before or after normal work shift if ordered or requested to.
- Ability to get to work at odd times: days, evenings, nights, weekends, and holidays (note: buses do not always run regularly or frequently on weekends, evenings and on holidays).
- Ability to attend shift meetings, work related training and/or debriefing as directed.

#### **REQUIRED EDUCATION AND EXPERIENCE:**

High school diploma or equivalent. Basic experience in computer terminal operation preferred. One year experience in the public safety field or successful completion of a vocational dispatch course is beneficial.

#### **WORK ENVIRONMENT:**

- Must be prepared to stay in the Center for the full scheduled shift. Must schedule lunch and breaks with the Team Supervisor. Uninterrupted lunch and breaks are not guaranteed.
- Position is extremely stressful, emotionally charged and plays a critical role in public safety service delivery. Must take information from callers who may be excited, abusive, foulmouthed, incoherent, drunk or hysterical.
- Work is performed in a low-light, confined environment under high stress and plays a critical role in Public Safety service delivery. Must wear a lightweight telephone headset for duration of shift.
- Must be able to work shift work encompassing a 24-hour day, seven-day week; inclusive of days, evenings, nights, weekends and holidays.
- The employee is subject to “call back” on short notice.

#### **PHYSICAL, SENSORY AND MENTAL DEMANDS:**

- Individual must sit while observing a computer display screen for long, uninterrupted periods of time. Individual must have adequate hearing and visual acuity to operate successfully in this environment.
- Must continually demonstrate a high level of mental and emotional stability.

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<sup>1</sup> Essential Functions  
Last Revised: 05/09

- Individuals must be free from physical, sensory or mental impairments that with or without reasonable accommodation would interrupt continuous performance of a shift lasting from eight to twelve hours.
- Ability to read and discern visual images on a variety of media, to include small liquid crystal displays offering very little brightness/darkness contrast, standard monochrome CRT display screens, printed matter that has been reduced to less than normal size type, multi-colored indicator lights which have differing flash rates and color which indicate the status of electronic functions. (E)<sup>1</sup>
- See Appendix CO I- A

Approved:

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<sup>1</sup> Essential Functions  
Last Revised: 05/09