



Anderson County, SC
Job Description

COMMUNICATIONS 9-1-1 CALL TAKER			
Job Code	1280	Department #	5213
Pay Grade	104	Date Created	07/15/2021/CPP
FLSA Status	N	Date Revised	
Position			

GENERAL SUMMARY

To take incoming emergency and administration calls on 911 and other 7-digit telephone lines. Enter specific information in a computer-aided dispatch system and provide pre-arrival instruction. Route caller to other locations as needed. Provide calls with assistance in a prompt, courteous, manner.

ESSENTIAL DUTIES & RESPONSIBILITIES

This job description intends to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Must be able to work a 12-hour shift.
- Responsible for answering incoming 911 and 7 digit telephone calls.
- Obtain specific call information and enter it into CAD.
- Provides medical, fire, Law Enforcement Pre Arrival instructions.
- Route calls to other locations as necessary.
- Make outgoing calls to assist Communication Specialist.
- Responsible for completing inquiry forms on incorrect 911 data and CAD data.
- Assist as a dispatcher as required.
- Monitor dispatch of critical calls to ensure accuracy and completeness.
- Responsible for assisting in training new Call Takers and Communication Specialists/Operators.
- Ability to make entries, modifications, deletions, and inquiries into NCIC.
- Complete required forms and records.
- Monitor incoming alarm panel for Police/Fire/EMS alarms.
- Ability to monitor internal building security cameras.
- Ability to deal with high mental stress situations concerning life and death.
- Ability to operate NAWAS system (National Warning System).
- Required to take on-call duty as scheduled.
- Must be able to type 25 words per minute;

- Supervisory training;
- 911 training;
- ADA TDD training;
- EMS/Final Law Enforcement Dispatch;
- CPR training;
- Operations of specialized Commo equipment.
- Performs routine cleaning of equipment and call taker area.
- Serves shift supervisor in the absence of the supervisor.
- Performs other related duties as needed.

Required Licenses or Certifications

- Must possess or be able to obtain SC 911 certification (Criminal Justice Academy)
- APCO 40 hour Telecommunicator certification
- Skywarn certification (National Weather)
- A valid SC Driver's License or ability to obtain one

Competencies for Successful Performance of Job Duties

- Ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with subordinates, peers, supervisors, and the public; ability to exercise sound judgment in evaluating situations and in making decisions; ability to follow verbal and written instructions; ability to meet the special requirements listed below.
- Ability to perform day-to-day functions without specific instructions, or assignments are made in terms of what needs to be done.
- The employee works within established priorities, and selects appropriate methods or procedures from established guidelines, referring unusual problems to the supervisor. The incumbent must be able to work twelve (12) hour shifts.

MINIMUM QUALIFICATIONS

Formal Education and Experience

High School diploma or equivalency

Up to 1-year experience

Management & Supervision

SUPERVISION RECEIVED:

Works under the direct supervision of a Communications Shift Supervisor, Communications Assistant Shift Supervisor, Training Coordinator, Communications Assistant Manager, and/or Communications Manager.

SUPERVISION EXERCISED:

None

HUMAN COLLABORATION SKILLS

Advising interaction with moderate impact

FREEDOM TO ACT

Procedural direction with moderate impact

TECHNICAL SKILLS

Moderate skills and advanced application

FISCAL RESPONSIBILITY

NONE

WORK ENVIRONMENT/CONDITIONS

Disagreeable conditions with little physical effort