



Owensboro-Davies County Central Dispatch Job Description Calltaker



General Job Description

The Public Safety Telecommunicator plays a critical role in emergency response. The Public Safety Telecommunicator is responsible for responding to emergency and non-emergency calls while providing critical, life-saving assistance to citizens requesting police, fire, or EMS. Through professional information gathering, the incumbent determines the nature of the call, whether a response is necessary and what type of assistance or information is needed. For calls requiring fire, medical, or police response, the incumbent professionally dispatches the appropriate agency to the scene, maintaining proper computer records of all units dispatched.

Major Duties and Responsibilities

Screen and assess emergency and non-emergency calls

- Identifying between emergency and non-emergency calls
- Prioritizing call answering
- Answering emergency and non-emergency calls
- Projecting a professional demeanor
- Providing calming instructions to obtain information

Demonstrate clear and effective communications

- Actively listening
- Conveying respect and empathy
- Enunciating clearly
- Controlling the emergency 911 call
- Using appropriate terminology, codes, and signals with field responders

Ascertain incident information

- Obtaining and verifying the incident location
- Interpreting geographic information system, coordinate information, and knowledge of mapping systems
- Obtaining and verifying contact information
- Rapidly determining the nature of the incident
- Establishing when the incident happened
- Identifying who is involved in the incident

Determine scene and responder safety

- Questioning the caller to learn the circumstances of the emergency
- Using multiple resources to determine situational awareness of the scene
- Determining additional risks such as weapons present, medical conditions, or anything that could complicate or threaten the health and safety of the responders and victims on the scene

Identify and mitigate caller safety

- Asking that the caller not get involved in the situation, keep a safe distance, and remove themselves from the incident



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- Staying in contact with the caller to ensure their safety until responders are on scene
- Interpreting audio cues, such as emotion and background noise
- Recognizing indicators of psychological distress

Document information accurately

- Documenting incident details quickly and accurately
- Establishing incident priority based on written directives

Caller management

- Using call control techniques and tactics to elicit information quickly and accurately from challenged callers
- Using calming techniques such as persistent repetition
- Deploying language services to assist foreign-speaking callers
- Utilizing mental health resources

Take appropriate action

- Ascertaining if public safety resource dispatch is required and relaying information
- Reviewing request for service details
- Informing caller of actions and advising of appropriate updates
- Determining the need for outside agency resources
- Using internal and external agency control devices

Provide pre-arrival life-safety instructions

- Providing pre-arrival instructions for law enforcement events such as suicidal persons, active shooter events, deescalating person in crisis, etc.
- Providing pre-arrival instructions for fire events such as escaping a structure fire, protection for persons trapped in a fire, sinking vehicle, etc.

Process requests for service for law enforcement, fire, and EMS

- Making notifications
- Using federal and state databases to inquire about driver license statuses, registrations, wanted checks etc.

Record data regarding the incident

- Creating and keeping a CAD incident updated
- Documenting important and necessary call details for response awareness and responder safety
- Additional data collection from the same or other callers reporting the incident

Initiate incident response

- Assigning units to the incident
- Relaying pertinent incident information
- Obtaining unit acknowledgement
- Coordinating available resources



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- Relaying updates to units
- Broadcasting be on the look outs
- Disseminating information to other resources
- Anticipating potential escalation
- Performing status checks

Coordinate during events

- Notifying supervisors
- Notifying appropriate resources
- Corresponding with other agencies
- Activating mutual aid
- Disseminating interdepartmental intelligence

Control radio traffic

- Monitoring radio channel(s)
- Active listening and awareness techniques
- Acknowledge radio traffic
- Complying with Federal Communications Commission regulations

Operate agency technology and equipment

- Operating telephone system effectively
- Operating technology systems such as CAD, call-handling equipment, logging recorder system, radio technology, alarms, etc.
- Utilizing map/GIS programs
- Operating radio systems
- Operating RMS
- Maintaining equipment functionality
- Operating computer systems

Minimum Requirements

- Requires High school diploma or G.E.D
- Associates Degree preferred but not required
- Requires strong attention to detail, computer, and communication skills
- Ability to deal with stressful situations
- Must have valid driver's license

Working Conditions

- Works in area with radio, telephone, and other telecommunications equipment
- Ability to work varying shifts in a 24-hour day operation
- Ability to work varying days in a 7 day a week operation (including holidays)



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- Overtime may be required as needed
- Ability to maintain clean working environment
- Exposure to people from all social, ethnic, economic, and cultural backgrounds
- Exposure to occasional irate persons
- Sudden changes in activity levels (extremes of incidents/call volume)
- Varying lunch and break schedules

Physical Requirements

- Use hands to finger/handle/feel
- Reach with hands and arms
- Lift/move up to 25 pounds
- Stand/walk/stoop/kneel/crouch/crawl on occasion when necessary
- Sit for long periods of time
- Use vision too see close, distance, color, peripherally, depth perception and/or ability to adjust focus

Compensation and Benefits

- Starting pay \$15.00/hour