

COUNTY OF SANTA BARBARA

EMERGENCY COMMUNICATIONS CENTER (ECC) CALL TAKER

EST: xx.18

DEFINITION: Under direct supervision, answers calls received in the ECC, determines the emergency or non-emergency nature of the call and routes it to the appropriate communications dispatcher or provides the appropriate assistance; performs related duties as required.

This position is distinguished from the Communications Dispatcher I job class in that the Call Taker does not dispatch any appropriate routine or emergency personnel or equipment via radio or other electronic communications equipment, nor is this an on-the-job training job class where the incumbent is expected to move to the position of Communications Dispatcher after completion of their on-the-job training.

EXAMPLES OF DUTIES:

1. Answering all incoming ECC telephone calls via a Computer Aided Dispatching System (CAD)
2. Collecting all pertinent information from the caller and record details of calls, dispatches, and messages
3. Properly assess calls to determine whether they are of an emergency or non-emergency nature
4. Routing the call to the appropriate Communications Dispatcher or other agency
5. Provide Emergency Medical Dispatching as defined by the EMD protocol for the level to which they are trained
6. Entering all call information into the CAD system
7. Utilizing CLETS to determine and confirm information, enter information and remove information
8. Performs clerical, filing and routine recordkeeping duties as required
9. Could be expected to testify in court

EMPLOYMENT STANDARDS:

1. Possession of a High School Diploma or GED; **and** one year of experience working in a setting that included direct public contact via the use of telephone or call-center type work; **or**,
2. a combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

Additional Qualifications:

Knowledge of: English language; professional customer service; operation of multi-line telephone handset; data-entry using software; computer systems utilization.

Ability to: observe, receive, and otherwise obtain information from all relevant sources; analyze information, evaluate results, and to choose the best solution; solve problems; learn Federal, State, and local laws, and also local agency policies and procedures, terminology, jurisdictional boundaries, and available types of emergency

services; to read maps and provide directions; clearly speak and communicate effectively over the telephone; remain calm in stressful situations; perform multiple tasks simultaneously; learn use of multiple computer and telephone systems.

Desirable Qualifications: multilingual in languages spoken in the County such as Spanish, Mixtec, Hmong or others relevant languages.

Class #	EEOC 06	JGP	Medical A	Vts Pts: YES
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