

NEW CASTLE COUNTY GOVERNMENT

Number 1070

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Date 05/05/08

CLASS SPECIFICATION

Title: EMERGENCY CALL OPERATOR

Approved:



GENERAL STATEMENT OF DUTIES: Operates the enhanced 9-1-1 telephone emergency answering service and records necessary information into a computer system; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs responsible work involving constant contact with the public by telephone under emergency and non-emergency conditions within the 9-1-1 emergency communications center. This employee must ascertain and record information about the emergency and transfer the caller and/or information to the proper person. The work is performed under general supervision and in accordance with standard operating procedures.

EXAMPLES OF WORK: (Illustrative only)

- Answers all enhanced 9-1-1 incoming telephone calls, recording necessary information by operating an alphabetical/numerical computer keyboard device;
- Answers non-emergency 2800 line calls giving general information, receiving telephone service and/or complaints reduction messages, or refers caller to the proper person;
- Checks the accuracy of information recorded on the 9-1-1 computer screens;
- Verifies location of the emergency;
- Transfers emergency calls and/or information to the proper person;
- Assigns the proper crime code to the incident;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Some knowledge of the operation of an answering service under stress with accuracy; good knowledge of the geography, streets, roads, and highway system of the County; ability to type at least 30 words per minute; ability to learn the operations of a computer-aided dispatch system; ability to answer calls and questions with a clear, well-modulated and pleasant voice in a calm and efficient manner; ability to communicate courteously and effectively.; bilingual ability may be required.

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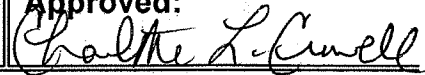
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CLASS SPECIFICATION

Date 05/05/08

Title: EMERGENCY CALL OPERATOR

Approved:



MINIMUM QUALIFICATIONS: At least one year experience in typing or data entry and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the knowledge, skills and abilities.

PREFERRED REQUIREMENTS: One year experience in operating an emergency answering service.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination, psychological examination and background check.

HISTORY OF REVISIONS:

Established: 06/16/80
Revised: 10/26/87
Revised: 03/20/89
Revised: 03/15/93
Revised: 01/23/95
Revised: 11/01/98
Revised: 05/01/03
Revised: 05/05/08