

Job Class Code: 7265	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 3

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to answer emergency service telephone requests from the public. The class is responsible for answering emergency service telephones, maintaining emergency reference materials, maintaining logs and tapes, and servicing/maintaining equipment. The class works within a general outline of work to be performed, and develops work methods and sequences under general supervision. This job classification provides service to the community on a 24 hour basis during all hours of the day and night. In order to accommodate this 24 hour service, this job class is required to work on rotating schedules, which includes working weekends and holidays, and may involve work in excess of regularly scheduled hours (overtime) when required by operational necessity.

TYPICAL TASKS

- Answers emergency services phones, records essential information for the dispatching of units from appropriate agencies such as Police Department, Fire Department, or other emergency response activities.
- Answers/responds to administrative phones, other communications devices, and citizen requests; decides on appropriate courses of action, or refers to appropriate service agency.
- Provides assistance to the public by providing Emergency Medical Dispatching (EMD) instructions, answering questions, or performing other services as required.
- Provides assistance to emergency services personnel by answering questions, researching information, or performing other services.
- Maintains various logs, charts, and recordings to provide records of all emergency and non-emergency actions for follow-up investigative, administrative, or legal actions.
- Operates/maintains emergency and non-emergency equipment such as computers, printers, playback systems, CAD, and other systems.
- Maintains immediately available library of emergency reference material such as computer manuals, maps, repair logs, wrecker logs, policy/procedure SOPs, policy memos and other reference material.
- Attends staff meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills.
- Performs routine office tasks, such as typing, filing, faxing, phoning, and copying.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Summarizes, tabulates, or formats data or information in accordance with a prescribed schema or plan.
Interpersonal/People Involvement	Speaks or signals to people to convey or exchange information.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Performs addition and subtraction, multiplication and division; may calculate ratios, rates and percents.
Language Requirements	Reads routine sentences, instructions, regulations, procedures, or work orders; writes routine sentences and completes routine job forms and incident reports, speaks routine sentences using proper grammar.
Mental Requirements	Performs clerical and technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

City of Chesapeake
Taker

Class Title: Public Safety Call

Decisions/Supervisory Control	Directs actions of others, making decisions almost constantly, affecting emergency service personnel, coworkers, crime victims, patients, and others in the general public.
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EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education in telecommunications.
Experience	None required.
Special Certifications and Licenses	Special skills or equipment certification may be required. Must be a United States citizen or a lawful resident for the past 10 consecutive years.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

Revised 07/20