CITY OF RICHARDSON

JOB TITLE: **PUBLIC SAFETY CALLTAKER – PART TIME** APPROVED
DEPARTMENT: Police
CLASS.CODE: 09097 EFFECTIVE: 02/18/08
CIVIL SERVICE: NON-CIVIL SERVICE: X
COMPETITIVE: NON-COMPETITIVE: X
EXEMPT: NON-EXEMPT: X
FULL TIME: PART TIME: X
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JOB SUMMARY:
Under supervision, receive requests for police, fire, and emergency medical services. Operate various computer databases. Operate telecommunications equipment. Prepare reports, maintain files, distribute paperwork, and relieve receptionist as necessary. Work 16-20 hours a week as defined by schedule. Perform other related duties as required.
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ESSENTIAL JOB FUNCTIONS:
- Answer multi-line telephones including E9-1-1 lines and switchboard.
- Communicate with hearing/speech-impaired citizens by operating specialized telecommunication devices.
- Communicate effectively, courteously, and clearly in English, verbally and in writing; includes: speak distinctly, respond promptly, hear within normal range, to protect safety of public and public safety responders.
- Simultaneously listen and comprehend telephone/interoffice communications while processing calls for service.
- Perform more than one task at a time, i.e. talk on telephone and directly input data into a computer.
- Correctly process and record requests for police, fire, and medical services, utilizing direct entry into a computer-aided dispatch system or by following manual call processing procedures.
- Comprehend and apply state laws, city ordinances, city and departmental policies, and procedures.
- Read and accurately interpret electronic maps to locate, track, and provide information to responders.
- Assist in maintaining computer-aided dispatch databases, filing paperwork, maintaining notebooks and folders, and other duties as required.
- Operate computer terminals to access information as requested by public safety responders, the public, or other City/Departmental personnel, i.e. Records Management, TCIC/NCIC, Jail Management, RPD Intranet, etc.
- Work in a confined area and remain seated for long periods of time entering data into various computer systems.
- Operate in low-light conditions, discerning distinct colors used by a computer-aided dispatch system, E9-1-1 telephone equipment, or other visual resources.
- Concentrate on assigned tasks through many distractions.
- Operate wide range of equipment, e.g., door monitors and locks, printers, voice recorders, intercoms, alarm panels, weather monitoring devices, television monitors, copiers, document shredders, etc.
- Maintain high level of confidentiality.
- Prepare supplement reports, complete forms, and distribute paperwork.
- Attend/testify in criminal or civil courts when summoned.
- Attend training schools/seminars and other city related events; may require travel (occasional overnight stays).
- Must not pose a threat to the health/safety of self or others.
- Read and interpret graphic material in print or computer format.
- Read written material prepared in handwritten and multi-font print formats.
- Remain aware of the security of the Public Safety Complex and immediately report any suspicious persons/activities to a supervisor.

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OTHER JOB FUNCTIONS:
- Carry, drag, lift, and/or pull/push up to 30 pounds of supplies (computer paper, toner cartridges, product cartons, etc.)
- Stoop, squat, kneel, climb and/or stretch to reach areas of the work site for routine cleaning and inspection.

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REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND/OR LICENSES:
High school diploma or G.E.D. certificate required.
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EXPERIENCE, TRAINING, KNOWLEDGE AND SKILLS:
Must be able to type 35 words per minute. Must have previous communications experience with the Richardson Police Department or recently worked for comparable public safety agency utilizing our computer-aided dispatch system and E9-1-1 telephone system. Must have demonstrated ability to make decisions under stress and independent of supervision. Must perform a variety of tasks with a high degree of efficiency. Must be available to work any shift, holidays, weekends, or additional hours as needed for staffing purposes.