

CALL TAKER



Description:

Under general supervision, receives requests for emergency and non-emergency assistance. This position is responsible for entering fire, emergency medical, and local government calls in the CAD system for dispatching; provides other duties as required.

Distinguishing Characteristics:

Duties may include, but are not limited to:

1. Responds to request for service and enters those requests into the Fire CAD for dispatch.
2. Provides information to the public.
3. Receives information from the public.
4. Answers calls and provides pre-arrival instructions to the public.
5. Provides vacation and temporary relief as required.
6. Provides other duties as required.

Typical Qualifications:

This position requires (6) six months of public contact experience using the telephone and/or a computer; must have (1) one year of computer experience using windows programs or data entry using a window's based program. Must be able to type a minimum of 35 WPM (corrected) and must maintain that typing speed throughout employment. Basic First Aid training and knowledge of the geography of the County of San Bernardino is highly desirable.

CPR certification and an Emergency Medical Dispatch (EMD) must be successfully completed within (6) six months of the date of hire and must be maintained throughout employment. Must be able to work rotating shifts, weekends, and holidays.

Health and Physical Condition:

Persons seeking appointment to this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties established by the San Bernardino County Fire Department.

Conditions of Employment:

Travel within and outside the County may be required. A valid California Driver's License and proof of automobile liability insurance must be provided at time of hire and maintained throughout employment.

The statements in this class specification are intended to describe the general nature and level of work being performed by incumbents assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, qualifications and skills required of personnel so classified.

Job Code: 46224

Salary Range: AVO

Representation Unit: Emergency Services

Last Updated: 9/20/10