



COUNTY OF EL PASO (CO)  
invites applications for the position of:

# Emergency Services Call Taker

**SALARY:** \$1,693.71 /BiWeekly

**OPENING DATE:** 07/23/17

**CLOSING DATE:** 08/18/17 05:00 PM

**DEPARTMENT:** Sheriff's Office

**JOB TYPE:** Full-Time

**FLSA STATUS:** Non-Exempt

**PAY BAND:** 000, Pending

**JOB NUMBER:** 17257

## ESSENTIAL JOB FUNCTIONS:

Answers emergent and non-emergent telephone and text calls in an enhanced 911 environment. Provides pre-arrival instructions on medical calls. Performs data entry and retrieval within multiple computer systems.

- Answers emergent and non-emergent telephone calls on a multi-line phone system. Answers text calls through approved web-based service provider. Interviews callers, prioritizes and documents information and ensures timely notification to the appropriate agency.
- Provides emergency medical pre-arrival instructions when appropriate.
- Enters and monitors calls for service utilizing a Computer Aided Dispatch System (CAD) for the numerous law enforcement agencies, fire departments and several individual County departments. Maintains handwritten cards in the event of a CAD failure.
- Provides investigative support through data entry/retrieval in CAD, NCIC/CCIC, the records management system and the jail management system. Conducts searches for warrants, driving status, vehicle registration and criminal histories; relays information to appropriate personnel.
- Operates and performs routine equipment checks for telephone recording systems. Coordinates repairs to systems as needed.
- Provides training for new hires.
- Provides courtroom testimony as required.
- Performs other duties as required.

## MINIMUM QUALIFICATIONS:

- High school diploma or equivalent required.
- Minimum of one (1) year emergency call taking experience preferred.
- Must be honest, truthful, trustworthy and possess a high degree of personal integrity.

- Knowledge of geographical locations within El Paso County and outside agencies, their responsibilities and jurisdictional boundaries preferred.
- Ability to use computer and telephone systems utilized in the emergency dispatch environment.
- Ability to monitor multiple computer systems and telephone systems.
- Ability to effectively handle varying degrees of stress in a multitude of emergency and non-emergency situations.
- Must be multi-task oriented with the ability to execute complex oral and written instructions.
- Ability to communicate with the general public, law enforcement personnel and outside agencies in a professional and courteous manner during time of extreme stress and time constraints.
- Ability to type a minimum of 40 words per minute and pass the pre-employment testing which includes an auditory typing test.
- Ability to work in a fast-paced, high-stress environment.
- Must pass background investigation, motor vehicle record check, drug screen, hearing and vision test and Computerized Voice Stress Analysis (CVSA) examination.
- An equivalent combination of related education and experience may be substituted for the education and experience requirements above.

**This job announcement is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position.**

APPLICATIONS MUST BE FILED ONLINE. For inquiries please call: 719-520-7401.

Each applicant is considered only for the current vacancy indicated on your application. It is the responsibility of the applicant to monitor any future openings and to submit a separate application for each position. **Incomplete applications will not be considered.** Any new employee and rehires must provide documentation of authorization to work as required by the Immigration Reform and Control Act of 1986 (PL99-603).

## **EL PASO COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**

### **LICENSES/CERTIFICATES:**

- Must possess and maintain a valid Colorado Driver's License.
- International Academy of Emergency Medical Dispatch Certification preferred.
- International Academy of Emergency Fire Dispatch Certification preferred.

### **WORK CONDITIONS:**

Work is performed in a high stress, indoor emergency dispatch environment. Operations are 24 hours per day, seven days per week, including weekends and holidays. Must be able to work shift work and varying schedules to include holidays, weekends and overtime. Prolonged periods of standing or sitting may be required. Must adhere to the standardized dress code policy.

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**Emergency Services Call Taker Supplemental Questionnaire**

- \* 1. Which best describes your highest level of education?
  - High School Diploma or Equivalent
  - Some College
  - Associate's Degree
  - Bachelor's Degree
  - Master's Degree or Higher
  - N/A
  
- \* 2. Please list your typing speed (words per minute).
  
- \* 3. This position requires staffing 24/7/365. Are you able to fulfill these staffing needs?
  - Yes    No
  
- \* Required Question