
911 Operator

DEFINITION

Employees of this class operate the Police Service 9-1-1 emergency telephone system. This is routine, repetitive telephone work involving the receipt and channeling of emergency calls. Employees receive all emergency 9-1-1 calls, determine the nature of the emergency and ensure the caller is connected with the appropriate emergency service, *i.e.* Police, Ambulance or Emergency Response. Calls are also received where the operator may provide quick reference information to callers.

TYPICAL DUTIES *

Answers incoming calls to determine emergency service being requested and channels the call to the appropriate agency.

When necessary and, workload permitting, provides non-emergency telephone numbers to callers by referring to an alphabetical department directory and/or automated directory system.

Assists in the instruction of less experienced staff in the operation of the 9-1-1 Emergency Telephone System.

Performs routine clerical duties as necessitated by shift assignments.

KNOWLEDGE, ABILITIES, AND SKILLS

Ability to deal courteously and tactfully with the public and Emergency Response agencies.

Ability to communicate verbally in a clear and concise manner.

Ability to understand and execute oral and written instructions.

Ability to remain calm under stressful situations.

Some knowledge of business practices and communications.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade and some experience in dealing with the public.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*