



Job Title	Emergency Response Technician	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	2	Job Code	12765

Class Specification – Emergency Response Technician

Summary Statement:	
<p>The purpose of this position is to process incoming 911 and non-emergency calls for service, to determine the nature of calls and choose the appropriate response using emergency Police, Fire, and medical protocols in conjunction with the computer aided dispatch system (CAD). Prioritizes calls based on the nature of the emergency. Receives incoming calls for Police, emergency medical, and Fire services and other emergency and non-emergency assistance; obtains critical information needed to ensure proper Police, Fire, and medical response; and performs a variety of duties relative to assigned areas of responsibility.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time %	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Answers 911 phone calls. Builds calls for services using CAD, Contact Map, Quick Response phone system. Determines nature of call based on preliminary investigation using protocols and the correct resources and agencies. Maintains good customer service while following policies and procedures, general orders, and standard operating procedures. Utilizes various software and web based systems to conduct research to complete calls. Applies recording technology to play back disconnected calls for information gathering.
40%	Answers non-emergency calls utilizing appropriate policies, procedures, and software to provide good customer service.
20%	Performs data entry functions during call processing by entering tow and repossession information into the tow database. Runs checks for wants and warrants on vehicles, guns, boats, articles, and persons to complete requests for service. Assists internal requests through administration line to process calls. Applies unique agency specific procedures to calls for service to gather appropriate crime analysis data such as CAB TIP and stranger danger. Answers alarm lines and processes alarm calls from companies with city ordinance compliance.



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Competencies Required:

Human Collaboration Skills: Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Technical Skills:

Skilled in a Technical Field: Work requires a comprehensive practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: No experience is necessary.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.



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Supervision Received:

Receives Immediate Direction: The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. Immediate supervisor may provide close and constant review.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly walking or standing to a significant degree.

Environmental Conditions:	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Fax, scanner, telephone, headset, workstation with moveable decks, ergonomic adjustable chairs, computer, and printer.

Specialized Computer Equipment and Software: Quick Response, CAD, CCIS/NCIC, CJIS, LERMS, ProQA, MS Office, Contact Map, Twitter, Facebook, Citizen Observer, 3si, CSU database, and BOSS3.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: July 2014