

# CITY OF RICHARDSON

JOB TITLE: **PUBLIC SAFETY CALL TAKER – PART TIME** APPROVED: \_\_\_\_\_  
DEPARTMENT: Police  
CLASS.CODE: 09097  
CIVIL SERVICE: NON-CIVIL SERVICE: X EFFECTIVE: 10/28/19  
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, and distribute paperwork. 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.
- 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 and fire, 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 a wide variety of equipment and software 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.
- Concentrate on assigned tasks through many distractions.
- Maintain high level of confidentiality.
- Attend/testify in criminal or civil courts when summoned.
- Attend training schools/seminars and other city related events; may require
- 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. Texas driver's license, Class C required. U.S. Citizenship required for this public safety position.

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**Job Description**

**Public Safety Call Taker - Part-Time**

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**EXPERIENCE, TRAINING, KNOWLEDGE AND SKILLS:**

Must be able to type **40** words per minute and passage of the call taker Critical test. 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 adaptable and flexible to changing work schedules.