



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SUPERVISOR, COMMUNICATIONS CALL TAKER	31	F	11.123
SENIOR COMMUNICATIONS CALL TAKER	29	F	11.125
COMMUNICATIONS CALL TAKER	27	F	11.127

SERIES CONCEPT

Communications Call Takers process incoming emergency and non-emergency information received through telecommunication and online systems, supply and input information into appropriate systems, and communicate the information to the appropriate entities.

Provide emergency and/or non-emergency dispatch support to federal, State and other governmental agencies; respond to routine and life threatening telephone calls and extract pertinent information; coordinate communications with youth, K-12 students, members of the public, law enforcement, government and school officials, community groups and other authorized individuals, and the general public; relay specialized and sensitive information which impacts programs and activities; defuse irate callers; determine which information resource to access for expediency and situational relevance; interpret information received and transmit and route to authorized individuals; enter, retrieve, and edit data; ensure accurate storage of the system's activities.

Receive anonymous reports about dangerous, violent, or unlawful activities, or the threat of such activities, conducted on school property, at an activity sponsored by a public school, on a school bus of a public school or by a pupil enrolled at a public school; provide reports to appropriate State or local public safety agencies and to school administrators about dangerous, violent or unlawful activities, or the threat of such activities, conducted on school property, at an activity sponsored by a public school, on a school bus of a public school or by a pupil enrolled at a public school; ensure program activities conform to established goals and policies; ensure the confidentiality of any record or information associated with anonymous reports.

Gather information necessary to determine the validity of a report and the severity of any threat; generate and prepare accurate detailed narratives based on caller's report; monitor electronic messages and notifications from criminal justice agencies; determine the validity and eligibility of requests; forward information to appropriate authorities; provide rejection notices to the requesting agencies as required; assess appropriate information resources.

Determine which persons and organizations in the community, including, without limitation, a provider of mental health services which is operated by a state or local agency, that could be made available to assist pupils and staff in recovering from a crisis, emergency or suicide.

Review warrant documents to determine eligibility to be placed into federal and State systems; determine if cautions are valid and necessary by researching criminal history; validate warrants; research identified changes and make conforming changes to the warrant record as needed; investigate and resolve warrant related issues.

Respond to public records requests and subpoenas; determine if request meets federal and State laws, regulations and policy; disseminate information as required; provide courtroom testimony or deposition pursuant to information provided in a subpoena request.

Generate and prepare narrative and statistical reports related to activities and outcomes; identify anomalies and

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SERIES CONCEPT (cont'd)

provide recommendations to resolve problems; communicate directly with partnering State agencies to ensure consensus of resolution approval; communicate with partnering personnel for efficient transition of communication with callers and/or resource entities; maintain confidentiality of conversations and communications.

Implement standardized procedures for emergency and non-emergency tracking and monitoring the outcome of reports received; interpret and explain program policies, regulations, and requirements.

Perform related duties as assigned.

CLASS CONCEPT

Supervisor, Communications Call Taker: Under general supervision, incumbents perform the full range of the duties and responsibilities described in the series concept and supervise Communications Call Taker positions to include performance evaluations, work performance standards, work assignment and review, scheduling, training, and discipline. Incumbents develop standardized procedures for tracking and monitoring the outcome of emergency and/or nonemergency reports received; oversee supply and inventory control; and assist management in developing, reviewing, and implementing policies for the work unit.

Senior Communications Call Taker: Under general supervision, incumbents perform the full range of the duties and responsibilities described in the series concept and may function as a lead worker over Communications Call Taker positions by assigning and reviewing work and providing training. Incumbents research, develop and deliver analytical, narrative and statistical reports to management; assist in the development of procedures for tracking and monitoring the outcome of emergency and/or nonemergency reports received; oversee file maintenance; and may assist management in reviewing and implementing policies.

Communications Call Taker: Under limited supervision, incumbents perform all or part of the duties and responsibilities described in the series concept. -

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
- * Some positions require a State of Nevada/FBI background check.
- * Some positions require a pre-employment criminal history check and fingerprinting.
- * Some applicants must meet the minimum typing speed established by the agency at the time of recruitment.

INFORMATIONAL NOTES:

- * Pursuant to NRS 432.100, some positions may require a State of Nevada, Division of Child & Family Services Child Abuse & Neglect Central Registry Check.
- * Some positions may require working a swing and/or graveyard shift, weekends, and/or holidays.

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MINIMUM QUALIFICATIONS (cont'd)

SUPERVISOR, COMMUNICATIONS CALL TAKER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience providing emergency and/or nonemergency dispatch support; OR one year of experience as a Senior Communications Call Taker in Nevada State service; OR an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Knowledge of: federal and State laws and regulations; functions and communications procedures of other entities served by the communications center. Skill in: overseeing a high-volume call center. Ability to: efficiently and accurately respond to telephone calls and online communications; recognize life safety situations and take appropriate action; and all knowledge, skills, and abilities required at the lower level.

SENIOR COMMUNICATIONS CALL TAKER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of experience providing emergency and/or nonemergency dispatch support as described in the series concept; OR one year of experience as a Communications Call Taker in Nevada State service; OR an equivalent combination of education and experience as described above.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Knowledge of: agency policies, procedures, and programs; common office procedures for reports and records; criminal justice information systems; security, confidentiality, and privacy regulations; functions and communications procedures of other entities served by the communications center. **Skill in:** a high volume of telecommunication calls and online communications; responding appropriately to emergencies.

Ability to: establish and maintain effective working relationships; handle a large volume of telephone and online communications; work independently and follow through on assignments with minimal direction; recognize life safety situations and take appropriate action; and *all knowledge, skills, and abilities required at the lower level.*

COMMUNICATIONS CALL TAKER

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Knowledge of: standard office practices and procedures; arithmetic to produce accurate information; telephone etiquette. **Skill in:** working with individuals with mental health and/or substance use disorders.

Ability to: perform routine dispatch and communications activities; interact efficiently and tactfully with the public, school officials, and law enforcement; read and interpret maps; respond to a variety of information requests; understand and carry out verbal and written instructions; maintain files and records; receive and transmit information precisely and promptly; work as part of a team; establish and maintain effective working relationships with employees, other agencies, and the general public; speak clearly and distinctly using correct English, both verbal and written; communicate and engage effectively with individuals of varied backgrounds, trauma experiences, cultures, education level to include youth, and socio-economic status; work with frequent interruptions and distractions; remain calm, professional, and clear headed during escalated situations; make decisions, think critically, and problem solve; operate computers and related software.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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