



JOB DESCRIPTION

Job Title: Call Taker Training Specialist (CCTS)	Date Created: 11/21/2024
Department: Operations	Date Revised: 11/21/2024
Division:	Salary:
Grade: 19	FLSA : Non-exempt (internal position only)

Summary of Duties: The Call Taker Training Specialist (CTTS) receives and processes requests for service for police, fire, EMS, and assists in training and developing assigned NTECC staff. Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. This position works independently under the general supervision of the Operations Supervisor and collaborates with NTECC personnel as well as customers.

Essential Job Functions:

- Perform all essential job functions of the Emergency Communications Call Taker position as described in that job description – refer to Emergency Communications Call Taker, Grade 19.
- Trains, mentors, and develops new 911 Call Taker (operations) employees and assigned staff following the guidelines of the Communications Training Program.
- Perform on-the-job training (OJT).
- Provide a daily review of the trainees' performance, using the Daily Observation Report (DOR).
- Contribute to training meetings and review department policies and training materials, while aiding in the development and/or delivery of continuing education training.
- Supports the NTECC culture by assisting co-workers as needed with guidance and training.
- Supports the relationship between the NTECC and the public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and NTECC staff.
- Maintains high level of confidential and sensitive information in a discrete and professional manner.
- Maintains the integrity, professionalism, values, and goals of the NTECC by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Punctual and regular attendance to/at work; work the assigned schedule and comply with timekeeping policies and procedures. Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night). Ability to adjust work hours as needed to accomplish department training.
- Performs other duties as assigned.

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Knowledge and Skills:

- Ability to collaborate and work with a diverse team and within the policies, guidelines, and the NTECC culture, including the core values of trust, professionalism, accurate and timely, teamwork, and our people.
- Ability to address multiple demands simultaneously; prioritize work and respond to difficult situations under stress of time or circumstances; remain professional and operate effectively in high stress situations.
- Knowledge and demonstrated understanding of NTECC training policies.
- NTECC policies and procedures for dispatching public safety personnel.
- Geography within the NTECC service area including, but not limited to, streets, highways, boundaries, thoroughfares, landmarks, businesses, and locations of police and fire stations and districts.

- Operating standard and specialized public safety hardware and software to enter information with speed and accuracy.
- State and federal laws, regulations, and statutes governing dispatch for emergency services.

Minimum Qualifications and Conditions of Employment:

- Current NTECC employee who meets the minimum qualifications of the 911 Call Taker position.
- Experience: One (1) year of NTECC 9-1-1 experience, with a minimum of 6 months in a solo status.
- Satisfactory job performance as a 911 Call Taker during the previous 12 months, including maintaining positive attendance.
- Have not received a suspension or been on a Performance Improvement Plan (PIP) for job performance during the previous 12-month period.
- Demonstrates the NTECC Values and a supportive demeanor.

Any work-related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.

License and Certification:

- Position requires successful completion of all required certifications within (1) year and continuous education training for current license(s). Certifications include Texas Commission on Law Enforcement (TCOLE) Public Safety Telecommunicator License; NCIC/TCIC full access, CPR, IAED Emergency Medical Dispatch and IAED Emergency Fire Dispatch.
- Depending on the needs of the NTECC, additional licenses and certifications may be required.

Physical Demands and Working Environment:

Work performed is primarily an office classification in a call center/dispatch environment, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone and radio. Positions in this classification occasionally (daily, weekly, or monthly) bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation. Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required. NTECC is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, genetic information, or any protected class in accordance with the law. NTECC provides reasonable accommodation for its employees and the public with disabilities, including veterans. For more information, please contact NTECC Administrative Services.