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**OFFICE OF THE COUNTY JUDGE/EXECUTIVE**

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County Administrator  
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**MEMORANDUM**

**PLEASE POST IMMEDIATELY**

**INTERNAL/EXTERNAL POSTING**

**DT: 5/31/18**

**TO: All Department Managers**

**FR: Kelly Baker**  
**Human Resources**

**RE: Vacancy in the Dispatch**

The Kenton County Fiscal Court is currently accepting applications for 911 Call Taker positions for the Kenton County Dispatch Center. This is skilled work in answering and processing of emergency and non-emergency calls into the Dispatch Center. A successful candidate will possess a high school diploma or equivalent supplemented by experience in emergency operations such as police, fire and/or EMS; or any combination of training and experience which provides the desired knowledge, skills, and abilities. The starting hourly compensation is \$16.82.

*Anyone wishing to apply for this position needs to contact the Human Resource Office by application and resume.*

**Kenton County  
Communications Center**

**Compensation: Hourly  
Exemption Status: Non-exempt  
Exemption Type: N/A**

## **CALL TAKER I**

### **GENERAL NATURE OF WORK**

This is skilled and semi-skilled work in dispatching for the Police Departments, Fire Departments, and other emergency service agencies served by the Communications Center. An employee in this class is responsible receiving emergency and non-emergency calls and for dispatching the appropriate agency, persons, and/or equipment as may be necessary. Duties are performed under general supervision.

### **EXAMPLES OF DUTIES**

Receives emergency and non-emergency calls and dispatches the appropriate agency, persons, and/or equipment as may be necessary. Provides emergency medical assistance to the public.

**Operates the call taker positions in the Dispatch Center only.**

Transmits messages between other parties as may be necessary in order to conduct efficient operations at point of emergency.

Operates telephones, 2-way radios, pagers, computer terminals, and any combination thereof in order to perform dispatch function.

Logs all calls and enters pertinent data required to establish a permanent record of each incident.

Enters Emergency Protection Orders (EPOs) and Domestic Violence Orders (DVOs), warrants, reports, etc. into the LINK/NCIC computers.

Checks and verifies LINK/NCIC entries made by employees from different shifts.

Accesses LINK/NCIC data base to obtain criminal history and other information such as stolen vehicles reports, missing persons, license plate checks, wanted persons, etc.

Assists police officers and other department employees in performing administrative tasks including making phone calls, and other related duties.

Give information and referrals to the general public as requested.

Performs related dispatch duties as may be required.

## **Call Taker I**

Other Duties as assigned by the Director or his/her designee

### **DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES**

Ability to get along with others in the work place and to respect their rights as individuals.

Ability to communicate verbally with individuals; ability to comprehend simple verbal orders and to perform the directed task.

Ability to work in a fast paced, high stress environment requiring multi-tasking skills in the areas of verbal communications, computer entry, and telephone answering skills.

Ability to read and understand written work directives and to follow program instructions.

Knowledge of safe work practices and ability to apply them in work day conditions.

Good working knowledge of standard office machines including calculator, copy machine, computer terminals and printers, facsimile machines, etc.

Ability to work effectively on a daily basis with general to limited supervision.

### **DESIRABLE TRAINING AND EXPERIENCE**

Graduate of an accredited high school, or a G.E.D. equivalency certificate from an accredited high school, supplemented by experience in emergency operations such as police, fire and/or EMS; or any combination of training and experience which provides the desired knowledge, skills, and abilities.

### **NECESSARY SPECIAL REQUIREMENTS**

Available for recall 24 hours a day.

Must be capable of becoming certified by the State for LINK/NCIC terminal operation within the mandated period of time.

Must be capable of becoming certified by the State in accordance with the Telecommunication Professional Standards (TPS)

### **PHYSICAL REQUIREMENTS**

Must be able to lift forty (40) pounds or more to a height of four (4) feet or more.

Must be able to sit for extended periods of time.

Eye sight must be correctable to 20/20 vision.

## Call Taker I

Hearing must be within normal acceptable range of 20-25 with or without a hearing aid.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**The above Job Description is intended to describe the general content of, and the requirements for, the performance of this job, including the essential functions. The description is not to be construed as an exhaustive, all inclusive statement of job duties, requirements, or responsibilities.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date