



## **Call Taker I #00168**

City of Virginia Beach – Job Description

Date of Last Revision: 10-30-2017

**FLSA Status:** Non-Exempt

**Pay Plan:** General

**Grade:** 12

### **City of Virginia Beach Organizational Mission & Values**

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Entry level Call Taker position, attend and successfully complete basic training (classroom and on-the-job) with the ability to career progress to Call Taker II. Work on an assigned/rotating shift within the VB3-1-1 Bureau, a 24/7 operation; and provide a variety of customer service functions to include response to citizen inquiries and service delivery for City agencies via telephone, email and internet applications.

### **Representative Work Functions and Responsibilities**

Provide response to municipal information inquiries from the public via telephone, mailings, walk in, and internet.

Process calls for delivery of services including after-hours calls for Public Utilities, Public Works, Code Enforcement, Real Estate Assessor, and Tow Tracker, generating calls for service, and notification to City agencies for appropriate assistance to the public in an efficient and expeditious manner.

Monitor and process messages on the National Crime Information System (NCIC), Virginia Criminal Information System (VCIN) and Public Safety Records Management System.

Ensure that all orders, directives, policies, and procedures pertaining to operational procedure are adhered to for the division to operate in an efficient manner.

Perform Alpha I responsibilities during emergency situations (e.g., hurricanes,) which require reporting to work assignment.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

### **Performance Standards**

Call Taker demonstrates proficient knowledge of systems to include: telephony, and computer systems; a thorough knowledge of the operating procedures for all service agencies and an understanding of all operational orders directives, policies, and procedures and their application.

**Minimum Qualifications**

High school or GED plus one (1) year experience in a field providing customer service; or any equivalent combination of experience and training; which provides the required knowledge, skills, and abilities.

**Special Requirements**

Must be able to work rotating shifts in a 24/7 environment (days/evenings/midnights) including weekends and holidays and be available to work overtime when required to meet operational needs.

Must successfully complete Academy training program.

Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status. Alpha I employees are subject to immediate recall during major and/or emergency situations.

Must be a citizen or have been a lawful resident of the United States for the past 10 consecutive years.

A passing score of 30 words per minute on a typing test.

Pass criminal history check.

Successful completion of a pre-employment vision and hearing assessment to ensure NENA requirements are met.

**Please Note:** *Employees hired prior to 10/30/2017, must meet these pre-employment requirements by no later than 10/30/2018.*

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

A. Knowledge

1. Knowledge of the geography of the City and surrounding area.
2. Knowledge of department/division rules, regulations, policies, and procedures.
3. Knowledge of subscription agency policies and procedures.
4. Knowledge and understanding of human behavior.
5. Knowledge of the operations and maintenance of office and computer equipment.
6. Knowledge of municipal organization, administration and regulations governing municipal system.
7. Knowledge of City's official web site.
8. Knowledge of federal, state, and private agencies applicable to community services.

B. Skills

1. Skill in operating communications equipment.
2. Skill in working with stressful and/or emergency situations
3. Skill in prioritizing work tasks.
4. Skill in both oral and written communication.
5. Skill in effectively processing several tasks simultaneously.
6. Skill in interpreting various departmental policies, procedures, rules, and regulations.
7. Skill in reading maps and giving directions.
8. Skill in keyboarding to operate computer-based equipment.
9. Skill in working with people to obtain information and solve problems.
10. Skill in active listening and interpretation of radio transmissions.
11. Skill in providing quality customer service to a diverse population.

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This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

C. Abilities

1. Ability to deal with diverse groups.
2. Ability to speak clearly and distinctly.
3. Ability to communicate effectively, both orally and in writing.
4. Ability to understand the meaning of spoken English words and sentences and the ideas associated with them; understand inquiries or complaints; identify themes, make inferences, and draw conclusions; listen carefully to what others have to say; follow oral instructions.
5. Ability to express or communicate information, thoughts, ideas, instructions, or descriptions verbally in English so that others will understand; ask questions to ensure understanding; express ideas verbally in an organized, clear, and concise manner.
6. Ability to read and understand the meaning of written English words and sentences and the ideas associated with them; read forms, general business material, schedules, assignments, and memos; read training guides and standard operating procedures; read policies and procedures, and equipment manuals; follow written instructions and procedures.
7. Ability to express or communicate information, thoughts, ideas, instructions, or descriptions in writing in English so that others will understand; use abbreviations that are understandable; complete forms accurately; use proper spelling, punctuation, and grammar; communicate routine information in writing; express ideas in writing in an organized, clear, and concise manner.
8. Ability to make sound decisions, even under adverse conditions with limited supervision.
9. Ability to interact with the public and City agency representatives under adverse conditions.
10. Ability to interpret and disseminate emergency directives and orders.
11. Ability to function effectively under adverse/stressful working conditions.
12. Ability to read maps.
13. Ability to listen and remember facts.
14. Ability to maintain confidentiality.
15. Ability to use proper situational judgment in applying policies and procedures.
16. Ability to make decisions in a timely fashion; apply rules and guidelines in new situations.
17. Ability to work rotating shifts and hours.
18. Ability to work in an environment where assignments and priorities change, sometimes rapidly.
19. Ability to perform tasks requiring incumbent to sit for extended periods throughout the workday.
20. Ability to perform data entry or maintain handwritten and electronic records.
21. Ability to maintain an appropriate work pace, focus on routine tasks without distraction and complete assigned tasks within expected time frame.

**Working Conditions**

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.*

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**Physical Requirements:** *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires sedentary work that involves sitting for long periods of time, but may involve walking or standing for brief periods of time, involves exerting up to 10 pounds of force on a regular and recurring basis, and requires continual use of a computer keyboard and other peripheral devices.

**Mental Requirements:** *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs clerical, manual, or technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

**Environmental Conditions:** *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards. Works a rotating shift.

**Sensory Requirements:** *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

This job requires normal visual acuity and field of vision and speaking. Hearing must be in compliance with the National Emergency Number Association (NENA).

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