



# Rogers County 911 Center Job Opportunity

If interested, please send an email to [rogerscounty911.ok@gmail.com](mailto:rogerscounty911.ok@gmail.com) and request an application

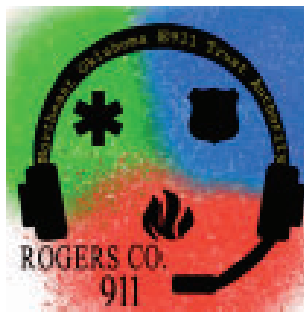
<b>Title: 911 Call-Taker</b>	<b>Department: Rogers County 911 Center</b>
<b>Reports to: 9-1-1 Director</b>	<b>FLSA Status: Non-Exempt</b>
<b>Pay: \$16.00 per hour</b>	<b>Full Time/Part Time: Part-Time</b>
<b>Position Posted: 05/27/2022</b>	<b>Posting Closes: Until Filled</b>

## Position Profile

We are a Consolidated Center serving several Police, Fire, and Medical Services. This position will be the primary call-taker for all 9-1-1, non-emergency, and administrative phone calls. Must be computer literate and type 45 wpm. All training is provided. You must be 18 years old, pass a background check, and medical screening. Pay is \$16.00 per hour, 10 am – 6 pm, 2-3 days per week. Potential Full-Time Opportunity available with benefits.

## Duties and Responsibilities

- Operate work-related computers and work-related software programs efficiently and effectively.
- Operate emergency and non-emergency telephone systems and TTY functionality.
- Provide emergency medical/fire/law enforcement pre-arrival and post-dispatch instructions to callers reporting emergencies.
- Maintain professional training and actively participate in training activities as required or needed.
- Process the call for service or assistance in accordance with industry recognized procedures and protocols.
- Complete required forms, logs, documents, computer fields, etc. accurately and quickly.
- Request additional resources/mutual aid from other sources as needed.
- Retrieve and comprehend information.
- Ask vital questions and provide pre-arrival instructions for emergency medical calls, contacting peripheral assistance, including but not limited to, OHP, ODOT, County Commissioners, utility companies, tow trucks, animal control, other public and non-public safety agencies, and citizens.
- Ensuring compliance of all operating procedures.
- NCIC and Warrant duties as assigned.
- Other task as assigned.



### **Qualifications**

Must be a minimum of 18 years of age. Must have superior: customer service skills; reporting skills; administrative writing skills; Microsoft Office skills; managing processes skills; organization skills; analyzing information; decision-making skills, problem solving skills, multi-tasking skills; listening skills, type 45 wpm, and verbal communication skills.

### **Education and/or Experience**

High School Diploma/GED preferred.

### **Knowledge, Skills, and Abilities**

Ability to:

- Read, write, spell, speak, and understand the English language.
- Smoothly and rapidly shift between dissimilar tasks and react quickly and calmly to emergency situations.
- Communicate well both verbally and in writing.
- Willingness and ability to learn computer operations for different systems.
- Ability to deal with extremely irate or difficult people, in person or on the phone.
- Ability to manage stress of multiple projects and deadlines, while maintaining a positive attitude.
- Establish and maintain positive relationships with staff, employees, and public.
- Work well alone, and/or within a team, participating fully.
- Ability to focus on task at hand while working in busy, loud environment.
- Exercise sound judgment and solicit assistance for decisions in a manner consistent with the essential job duties and responsibilities, while maintaining confidentiality and integrity.
- Enthusiasm to update job knowledge.

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