



AUGUST 2026
FLSA: NON-EXEMPT
BARGAINING UNIT: TC
JCN: 3800

SHERIFF'S EMERGENCY CALL TAKER

DEFINITION

Under direct supervision, performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying 911 system emergency and non-emergency calls for service; documents, routes and inputs call information into computer systems; operates a variety of telecommunications equipment including radio, telephone, and computer dispatch systems; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from a Sheriff's Public Safety Dispatcher Supervisor. Lead or technical oversight may be provided by a Communications Training Officer or Sheriff's Public Safety Dispatcher II. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

The Sheriff's Emergency Call Taker is the entry-level classification in the Sheriff's Public Safety Dispatcher class series. Under direct supervision, incumbents perform call-taking and related communications functions. This class is distinguished from Sheriff's Public Safety Dispatcher I/II, in that the latter is responsible for dispatching units and coordinating the responses of emergency personnel.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Receives, analyzes, and evaluates 911 emergency, non-emergency and business calls, including inquiries and complaints regarding fire, ambulance, roads, animal services, and maintenance; transfers calls to appropriate department, party, or agency.
- Provides information and assistance to callers for law enforcement related services.
- Evaluates the necessary response as dictated by a given request for service; determines nature, location, and priority of calls; operates computer aided dispatch system to create calls for service; transfers calls to other parties and appropriate agency in accordance with established procedures.
- Operates multiple communications devices and systems concurrently to ensure appropriate response to calls and continuously updates information.
- Maintains efficient records of calls and information logs.
- Accesses criminal justice information systems to determine and confirm information and relay information to dispatchers and law enforcement personnel.
- Performs clerical functions; maintains records and files; and performs associated office support duties.
- Attends communications related training as required.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, procedures, and terminology used in police, sheriff, fire, and related emergency radio and telephone communications.

- Basic functions of law enforcement agencies.
- The topography and communities of El Dorado County.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and County and Sheriff's Office policies and procedures relevant to assigned area of responsibility.
- Principles and procedures of recordkeeping.
- Techniques for dealing with people of all socio-economic backgrounds under hostile and emergency situations.
- Safety practices and precautions pertaining to the work.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment, communication tools, computers and software used for business functions, and program, project, and task coordination.

Ability to:

- Read and interpret maps and other pertinent documentation.
- Observe and accurately recall places, names, descriptive characteristics, and facts of incidents.
- Memorize codes, names, locations, and other detailed information.
- Work under stressful conditions; assess difficult or emergency circumstances; remain calm; make quick, sound, and independent decisions based on facts.
- Understand, interpret, and apply pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the Sheriff's Office and the County in various business and professional settings and other public contacts.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to graduation from high school;

AND

One (1) year of public contact.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.
- Possession of, or ability to obtain, a Public Safety Dispatchers' Basic Course certification and complete the coursework required by POST within twelve (12) months of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and operate office equipment, including a computer; vision to read computer screens and printed documents; hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate dispatch and standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment under highly stressful conditions with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures. Occasionally this class may be required to perform work duties in an emergency field operations environment such as within a communications vehicle.

WORKING CONDITIONS

Must be willing to work nights, weekends, and holidays. Must be willing to be called back, held over, or called-in to maintain minimum staffing levels. Shifts can be stressful and routinely 12 hours long. Must be able to pass a thorough background investigation.