

POSITION DESCRIPTION

Title:	Emergency Call Taker (EC)	Location:	Abu Dhabi
Department:	Corporate Services/CAO	Reports to:	Team Leader
Salary:	Salary package	Band/Grade:	2
Prepared by:	ACC Manager	Date:	November 2015

Overall Purpose:

In accordance with operational policies and procedures, the Ambulance Communications Centre (ACC) EC will provide incident Call taking services, co-ordinate communication with other emergency services, and perform administration functions that support operations. They will also have an in-depth knowledge of the Criteria Based Dispatch system (CBD) and CAD system and will use it for all Call Taking functions.

Roles and Responsibilities

- Answer incoming calls in the correct manner, obtaining the required location information and GPS co-ordinates
- Answer incoming Hotline Calls within 2 seconds
- Follow the CBD process to categorise the call and provide the relevant instructions to the caller
- Record all appropriate incident information into the Cad as it occurs or as soon as possible after it occurs
- Use the CAD as the primary method of Call Taking and recording information
- Provide instructions and pass information to the relevant area dispatcher
- Report any serious or untoward incidents to the ACC Team Leader
- Maintain a good relationship with all clients and seek support where necessary
- Act as a translator as required
- Report incidents/issues that may be of interest to the media to the ACC Team Leader
- Utilize, to maximum effect, telecommunications and IT equipment and ensure all defects or malfunctions are reported immediately
- Ensure that confidentiality is maintained at all times
- Ensure the working conditions are maintained at agreed levels in relation to staff conduct, noise, environment, and housekeeping policy
- Remain available to receive calls at all times unless directed by the Team Leader/Shift Leader
- To provide 24/7 coverage 365 days a year by working on a shift basis

QHSE:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System Compliance and Improvement



Professional and Academic Expertise

Experience

Customer service skills. Call Centre experience

Required Certification / Licensure / Registration

None

Language Skills

Arabic or Urdu or Hindi or Tagalog: verbal proficiency, reading and writing

English: verbal proficiency, reading and writing

Computer Skills:

Intermediate computer skills with competency in word processing, email and typing

Ability to input data whilst handling an incoming call

Key Competencies

- Ability to adapt and perform duties in multicultural society
- Demonstrate good communication and interpersonal skills; to be professional in interaction with staff, colleagues, and the public
- Ability to communicate verbally via telephone and radio equipment
- Ability to interpret written, oral, and diagnostic form instructions
- Ability to communicate and interact with all members of NAC staff, patients, family members, and public in a professional manner
- Demonstrate sound critical thinking and decision making in stressful situations
- Ability to function efficiently throughout a 12 hour working shift
- Ability to work shift work. This means day and night shifts and working weekends and public holidays

Key Relationships

Internal: ACC Manager, ACC Team Leader, ACC Shift Leader, National Ambulance employees

External: Patients, Emergency Public Service, Police, Civil Defense, CICPA base employees, any other National Ambulance clients

Change Brief

Version No.	Date	Changes
1.0	Dec -2015	New Document
2.0	Jul - 2019	Due to review no changes
3.0	July 2021	Due to review no changes

Chief Administrative Officer



Emergency Call Taker
July 2021

HRP608
Version 3