



NON-SWORN MEMBER VACANCY

The Kansas City Missouri Police Department employment practices are designed to hire, promote, and assign members without discrimination on the basis of race, color, national origin, limited English proficiency, sex, sexual orientation, gender identity, age, religion, disability, or low-income level.

DATE: April 7, 2026

JOB VACANCY MEMORANDUM NO. 26-18

TITLE: Calltaker

ELEMENT OF ASSIGNMENT: Communications Unit

PAY RANGE: 53

STARTING MONTHLY SALARY: \$4,339

VACANCY STATUS: Vacant

EXPIRATION DATE:

REQUIREMENTS:

Provide professional, quality service to citizens by receiving, evaluating, and routing emergency and non-emergency calls.

Essential Job Functions: (Functions essential to attaining job objectives.)

1. Answer emergency and non-emergency calls and determine if Police, Fire, or Ambulance is needed.
2. Respond to a variety of emergency and non-emergency phone calls quickly, accurately, and in a calm professional manner.
3. Interview and respond to the caller's situation to provide emergency services, information, and/or refer callers to other agencies or elements.
4. Obtain pertinent information, accurately and quickly to determine the type of call, assign a priority, and enter the information into the CAD (Computer Aided Dispatch) system simultaneously in order to assist officers and to foster officer and citizen safety.
5. Access and interpret warrant data and criminal history information in the MULES/NCIC system to determine appropriate call handling.
6. Monitor and manipulate multiple computer screens to include CAD, telephone, mapping system,

MULES/NCIC, and security alarms.

7. Maintain confidentiality regarding sensitive or confidential information.
8. Assist switchboard operators when necessary.
9. Maintain reliable and predictable attendance. Must be punctual responding to assigned shift, have the ability to work overtime, weekends, and holidays, as well as day, evening, or over night shifts.
10. Assist in the training of new call takers.
11. Perform related duties as required.
12. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential functions of this position, the incumbent must be at least 18 years of age and have:

- a high school diploma or equivalent;
- previous typing and data entry experience;
- the ability to develop and maintain cooperative and professional working relationships with fellow employees, representatives from other departments, and supervisors;
- the ability to use logic and reasoning to reach conclusions and approaches to problems;
- the ability to use judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters;
- the ability to think quickly and work under stressful conditions;
- the ability to actively listen and communicate effectively; and
- the ability to follow verbal and written instructions.

Incumbent will be required to complete a Keystroke test with 80% accuracy.

Incumbent will be required to complete post offer, pre-employment testing per Department Policy.

Physical Requirements: Position requires light lifting (5-20 pounds) two to three times a day, the ability to hear, use the telephone, and perform stationary work at a computer screen and keyboard. Incumbent will be required to sit/stand at a designated console for prolonged periods of time, utilize a computer micro-touch screen, type information into a computer terminal, while gathering and disseminating information over the telephone and/or computer screen.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 95% of the time, incumbent may have to attend community events, recruitment fairs or dispatch from an off-site location, patrol car or communications trailer in an emergency.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- CAD Computer micro-touch screen and keyboard terminal
- Automatic call distribution telephone and headset
- TDD phone
- Alarm consoles
- Telephone
- Printer/Scanner/Fax

All department members interested in being interviewed for the above position must submit a copy of their Request for Transfer, Form 4 P.D. to the Human Resources Division (HRD). The original Request for Transfer form must be submitted through the member's chain of command for endorsement and upon completion, forwarded to the HRD. In addition, another copy of the Request for Transfer, resume and a completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **Communications Unit Commander.**

Outside applicants – Go to <https://careers.kcpd.org> and complete an on-line application. Questions; please contact Mindy.Davis@kcpd.org.

All members must obtain a residence within 30 statute (air) miles of the nearest Kansas City, Missouri city limit during the full term of their employment with the Department.

<https://kcpd.maps.arcgis.com/apps/instant/lookup/index.html?appid=2e0311b882d84e6cb8ed17fc15539761>

Selected applicants who meet all of the qualifications will be contacted individually to schedule an interview.

Captain Justin Pinkerton

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Commander, Employment Unit