

911 Assistant Communications Supervisor

Dept: Emergency Services

FLSA Status: Non-Exempt

General Definition of Work

Performs difficult skilled technical and administrative work assisting in the supervision of the 911 communication center operations, performing quality assurance, preparing and maintaining a variety of records and reports, and related work as apparent or assigned. Work involves coordinating and developing training under the direction of the 911 Communications Supervisor.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Assists the 911 Communications Supervisor with implementing, coordinating and maintaining operations of the 911 communications center.
- Assists with hiring, supervising, training and inspecting the work of staff; evaluating staff performance; developing staff schedules and ensuring adequate coverage in the communications center; reviewing time sheets and making corrections as necessary.
- Coordinates and schedules training and certification for staff; arranges instructors; and serves as the certified training officer of new employees.
- Ensures that employees maintain current certifications by coordinating in-service trainings and ensuring continuing education hours are met.
- Reviews all 911 dispatch call types for quality assurance.
- Investigates complaints or problems; reports issues to the 911 Communications Supervisor.
- Maintains various spreadsheets and files.
- Locates, prints or records appropriate calls or reports for requesting agencies and departments to be used as evidence and for training purposes.
- Assists with coordinating communication between department staff and outside service providers.
- Prepares reports and audio recordings and appears in court as a representative of the 9-1-1 center.
- Attends and represents the department at various meetings.
- Maintains certifications and skills to function as a 911 Telecommunicator.
- Assists the Director with emergency management duties.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of the methods and procedures of operating the communications system; thorough knowledge of federal and state regulations governing transmission by radio and teletype; thorough knowledge of the geography of the County and surrounding area; ability to plan and supervise the work of others; ability to operate all communications equipment; ability to type at a reasonable rate of speed; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to understand and apply governmental accounting practices in maintenance of financial records; ability to speak distinctly; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with service providers, associates and the general public.

Education and Experience

High school diploma or GED and three to five years experience working as a 911 dispatcher with increasing responsibilities, emergency management, or equivalent combination of education and experience.

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Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

- Emergency Medical Dispatch (EMD) certification.
- Local credentialing/re-credentialing.
- CPR/First Aid certification.
- Division of Criminal Information (DCI) Certification.
- Training officer certification.
- Association for Public Safety Communications Officials (APCO) Certified Training Officer.
- Emergency dispatch quality assurance training.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date