

# 911 Shift Supervisor

Dept: Emergency Services

FLSA Status: Non-Exempt

## General Definition of Work

Performs intermediate technical work on an assigned shift overseeing and participating in taking calls, dispatching appropriate equipment and personnel for law enforcement, fire, emergency medical service and non-emergency calls for service; prepares activity records and reports, and related work as apparent or assigned. Work is performed under the limited supervision of the 911 Communications Supervisor. Limited supervision is exercised over Telecommunicator.

## 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

- Operates emergency communication console position; receives complaints and requests for service; obtains necessary information and dispatches personnel and/or advises callers of proper contact for assistance or information.
- Serves as shift leader; trains new employees; assists with the completion of employee evaluations on assigned personnel; ensures county guidelines are followed; contacts supervisor regarding problems.
- Operates a computer terminal; transmits and receives information via Department of Criminal Information (DCI) and National Crime Information Center (NCIC) networks; prepares criminal histories as requested; assigns incident numbers and tracks progress on calls for service.
- Maintains computer aided dispatch system; tests radio equipment regularly.
- Maintains files; retrieves, enters, modifies, clears and cancels DCI records.
- Answers non-emergency and after hours calls for various departments.
- Assists various counties and outside agencies with misrouted emergency calls; serves as liaison to various agencies.
- Advises officers of resident checks.
- Broadcasts weather alerts, road closings, be-on-the-lookouts, fire ratings and conditions; requests mutual aid from other county agencies as requested or needed based on standard operating guidelines.
- Notifies funeral homes and medical examiners of incidents requiring their attention.
- 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 of operating the communication system; thorough knowledge of radio and teletype procedures; thorough knowledge of the geography of the County and location of important buildings; thorough knowledge of law enforcement forms, terminology and records; thorough knowledge of departmental programs, policies and procedures; thorough knowledge of standard computer equipment, hardware and software; thorough skill operating standard tools of the trade; 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 perform a considerable volume of detailed work; ability to type accurately at a reasonable rate of speed; ability to speak distinctly; ability to deal with the public under stressful conditions and remain calm; ability to follow, both oral and written directions; ability to operate standard office equipment and personal computers including some knowledge of applicable software packages; ability to establish and maintain effective working relationships with associates and the general public.

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## Education and Experience

High school diploma or GED and three to five years experience as a telecommunicator, or equivalent combination of education and experience.

## 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, frequently requires standing and occasionally requires stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work requires close 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, using of measuring devices, operating machines and observing general surroundings and activities; work occasionally requires exposure to the risk of electrical shock; 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.
- Certified training officer.

## Competencies

**Leading with Integrity:** Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

**Negotiation Skills:** Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

**Managing Customer Focus:** Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

**Quality Management:** Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

**Team Leadership:** Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

**Change Management:** Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

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**Managing People:** Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

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