



Communications Shift Supervisor

911 Communications

911/6-755

JOB SUMMARY

This is a promoted position responsible for supervising and training personnel and for all tasks associated with initiating emergency response to include answering emergency and non-emergency calls, providing life-saving instructions, responding to and dispatching public safety personnel, responding to general requests for assistance and information, and maintaining critical records for the administration of public safety.

MAJOR DUTIES

1. Supervises, evaluates, and disciplines Communications Officers and Communications Training Officers.
2. Oversees, assigns, and directs radio room operations and completes documentation and reports as necessary.
3. Maintains the day-to-day updates of the schedule ensuring adequate shift coverage; completes the mandatory on-call schedule and oversees shift payroll.
4. Troubleshoots equipment and reports the need for maintenance and repair.
5. Assists Center administrative staff with the decisions that affect all aspects of center business and operations.
6. Oversees completion of day-to-day housekeeping duties.
7. Trains new employees and coordinates their training needs with the Training Manager; completes Daily Observation Reports to record training progress.
8. Conducts in-service training for non-probationary Communications Officers.
9. Assists with county public safety seminars, workshops, and job fairs.
10. Operates enhanced 911 telephone system with multi-screen controls; answers emergency and non-emergency calls for service; determines location and nature of call; provides emergency instruction; obtains and records vital information.
11. Dispatches calls to appropriate agency utilizing Computer Aided Dispatch (CAD) and two-way radio system; relays updates call information; maintains status of field units in CAD emphasizing responder and public safety and accuracy.
12. Enters field-initiated calls for service; initiates NCIC/GCIC queries as necessary; relays pertinent information to responders; maintains status of field units in CAD emphasizing responder and public safety and accuracy.
13. Operates NCIC/GCIC databases to retrieve and disseminate information necessary to conduct Public Safety operations.
14. Operates two-way Public Safety radio system with multi-screen controls linking communications for interoperability as necessary.
15. Monitors multiple public safety and non-public safety talk groups in addition to primary radio assignment; enters calls for service received via radio from non-public safety entities.
16. Initiates CAD entries regarding calls for service, creating the foundation for reporting; utilizes CAD to research historical incidents and notifications, providing information and increased responder safety.
17. Monitors severe weather alert systems; initiates local alerts and voice activations of the siren warning system; notifies county personnel.
18. Performs general office duties, to include faxing, copying, filing, shredding, and email correspondence.
19. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Ability to prioritize and assign work and to effectively communicate with subordinates to effectively ensure policy and procedure compliance.
2. Ability to promote and maintain a positive, safe, and healthy work environment.
3. Knowledge of Fayette County 911 procedures and directives, the Fayette County Policy and Procedure Manual, and the Fayette County Loss Prevention Manual.
4. General office skills such as filing, typing, copying, composing correspondence, faxing, etc.
5. Organizational skills - must have the ability to organize multiple working items in a manner that is efficient, understandable to others, and usable at an operations level.

6. Evaluation skills - ability to evaluate performance and progress of Probationary Communications Officers compared to standards to assess the need for remediation or additional training.
7. Ability to multitask and complete multiple time-life critical tasks simultaneously.
8. Team dynamics - ability to work as part of a cohesive unit consisting of disparate personalities, levels of experience, and skill toward a common goal.
9. Excellent typing skills.
10. Skill in customer service.
11. Ability to control emotions in a high stress environment.
12. Excellent attention to detail.
13. Knowledge of NCIC/GCIC standards and regulations.
14. Knowledge of computers and job related software programs.
15. Skill in creating, understanding, and interpreting written language.
16. Skill in verbal communication and interpersonal relations; ability to provide information in a manner that is conducive to adult learning.
17. Skill in prioritizing and decision making.
18. Ability for instant and accurate recall of information to be recorded, relayed, or disseminated.
19. Ability to read and comprehend maps and utilize mapping software.
20. Skill in dexterity; ability to view multiple screens and utilize multiple keyboards and mice to perform the dispatch function.
21. Advanced call taking skills; ability to create an environment which is conducive to gathering information from highly emotional callers.

SUPERVISORY CONTROLS

The Assistant 911 Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Fayette County Policy and Procedure Manual; Fayette County 911 Administrative Directives; Fayette County Loss Prevention Manual; Association of Public-Safety Communications Officials (APCO) Training Officer (CTO) Course Manual, APCO Communications Center Supervisor Course Manual; APCO Guidecards for Emergency Medical Dispatch, Fire Services, and Law Enforcement Communications GCIC and NCIC policies and rules; accreditation standards; FCC regulations. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied supervisory, administrative, and call management duties. Responsible for training, monitoring, and evaluating Probationary Communications Officers in a live environment. Mistakes made must be identified and corrected before affecting life, limb or property and also conveyed to Probationary Communications Officers as a positive learning experience. Work is often time critical. Callers are under extreme stress and are often unable to provide critical information when contacting the Fayette County 911 Center. All major duties listed above are being performed simultaneously requiring a high degree of accuracy to protect against loss of life and property. Responsibility for the safety of callers, officers, firefighters, EMTs, and other professional contacts create a high stress work environment.
- The purpose of this position is to oversee Communications Officers ensuring accurate and efficient processing of Center functions in accordance with procedures, directives, and county policy. Trains new employees, as needed, to enable them to function as autonomous Communications Officers. All tasks associated with initiating emergency response to include answering emergency and non-emergency calls, responding to and dispatching public safety units, responding to general requests for assistance and information, maintaining critical records for the administration of public safety.

CONTACTS

- Contacts are typically with co-workers, law enforcement personnel, fire services personnel, emergency medical providers, representatives from external agencies, and members of the general public.
- Contacts are typically for training, coordination of public safety and support efforts, and dissemination and ascertaining of emergency and non-emergency information.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in a communications center, a large open room containing multiple work stations.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over an assigned shift of Communications Officers.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Successful completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment and every three (3) years thereafter. Successful completion of the State of Georgia mandated Basic Communications Officer/APCO PST1 training within six (6) months of employment. Successful completion of APCO COT certification. Successful completion of Georgia Crime Information Center (GCIC) Criminal Justice Information System (CJIS) Network Operator training within sixty (60) days of employment and every two (2) years thereafter. Successful completion of Security Awareness certification. APCO Emergency Medical Dispatch (EMD) certification, Fire Services Communications (FSC) certification, Law Enforcement Communications (LEC) certification, National Incident Management System (NIMS) 100, 700, 200, 800 certifications. American Heart Association CPR certification.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Applicants for this position must have at least three (3) years of experience at the Fayette County 911 Communications Center.
- Applicants cannot be on probation for disciplinary reasons or have had written disciplinary or adverse actions within the last 24 months.
- A successful candidate will be required to obtain Communications Training Officers and Communications Center Supervisor certification within 12 months of appointment.
- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- All military experience must be documented on a DD214 with honorable discharge.

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- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.