



## Compliance Manager 911 Communications

911/3-762

### JOB SUMMARY

This position is responsible for managing the department's compliance with standards set by internal policies and procedures, the county's policies, and the Association of Public-Safety Communications Officials (APCO).

### MAJOR DUTIES

1. Plans, coordinates, and manages the Emergency Dispatch Quality Assurance Program; manages the various committees and coordinates meetings; conducts random case review (per the standards set by the APCO Institute Emergency Medical, Fire and Law Enforcement Dispatch Programs) to measure compliance.
2. Develops, coordinates, edits, and manages APCO programs for Emergency Medical Dispatch, Fire Services, and Law Enforcement communications, manages, coordinates, and chairs required meetings and committees.
3. Reviews all new and revised directives to ensure compliance with industry standards; coordinates with legal staff to review policies for adherence to all applicable laws.
4. Plans, coordinates, and manages the department's accreditation compliance functions to ensure future agency accreditation with the Association of Public-Safety Communications Officials (APCO) P-33.
5. Conducts a yearly review of the department's Administrative Directives ensuring compliance with APCO standards; coordinates with legal staff to review policies for adherence to all applicable laws; works with the Terminal Agency Coordinator for the Georgia Crime Information Center to ensure all policies and procedures meet GCIC and NCIC standards.
6. Writes policy; determines, defines and develops procedures for application of policies governing day-to-day operations.
7. Ensures all procedure modifications and updates received from the public safety entities are communicated to Center personnel for immediate adherence and incorporated into the Administrative Directives and Training Manual.
8. Works with the Training Manager to ensure that all department employees are properly trained on new and revised policies.
9. Recommends disciplinary action or additional training for employees to superiors and Training Manager regarding deficiencies discovered during Quality Assurance duties; may be involved in related employee consultations.
10. Ensures county policy compliance in relation to functional application of Center operations on a day-to-day basis; communicates with officials in county departments as necessary.
11. Assists Center management team, which may include Communications Shift Supervisors and all administrative staff, with decisions that affect all aspects of Center business and operations.
12. Maintains all accreditation files, quality assurance files, and Administrative Directives; ensures their integrity by following a set procedure for their maintenance of at all times.
13. Acts in the capacity of a Communications Officer or Communications Shift supervisor, and all that it entails, as required.
14. In the absence of the Terminal Agency Coordinator (TAC), serves as interim primary TAC, ensuring compliance with National Crime Information Center and Georgia Crime Information Center policy and procedure.
15. Prepares correspondence and email.
16. Performs other related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of Fayette County 911 procedures and directives, the Fayette County Policy Manual and Procedure Manual, and the Fayette County Loss Prevention Manual.
2. Knowledge of county policies and loss prevention guidelines.
3. Knowledge of APCO accreditation standards.
4. Knowledge of modern office practices and procedures.

5. Knowledge of NCIC/GCIC standards and regulations.
6. Knowledge of computers and job related software programs.
7. Knowledge of records management principles.
8. Skill in the development of policies and procedures.
9. Skill in public and interpersonal relations.
10. Skill in the use of a fax machine, scanner, copy machine, and other office equipment.
11. Skill in oral and written communication.
12. Skill in creative thinking.
13. Skill in organizational principles.
14. Skill in computer operation.
15. Skill in personnel management.
16. Skill in multi-tasking.
17. Skill in evaluation.

## **SUPERVISORY CONTROLS**

The Assistant 911 Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures 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) Guide Cards as created by Fayette County Personnel for Emergency Medical Dispatch (EMD), Law Enforcement Communications (LEC) and Fire Services Communications (FSC), the APCO P-33 accreditation standards, APCO Standards as they relate to Emergency Medical Dispatch (EMD), Law Enforcement Communications (LEC), Fire Service Communications (FSC) and quality assurance. National Emergency Number Association (NENA) standard NENA56-006 and other NENA standards as they apply to quality assurance, quality improvement, and emergency call handling procedures. ASTM international standards F-1258, F-1552, and F-1560 as they relate to EMD, procedures, rules and regulations, International Organization for Standardization (ISO) standards 9000, 9001, 9001:2000 and 9004 as they related to 911 Communications and EMD and quality assurance. Health Insurance Portability and Accountability Act of 1996 (HIPAA) as it applies to emergency communications, National Crime Information Center (NCIC) and Georgia Crime Information Center (GCIC) policies. These guidelines require judgment, selection, and interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of related duties in the development and maintenance of compliance related programs and policies. The variety of tasks to be performed and strict regulations contribute to the complexity of the position.
- The purpose of this position is to manage the department's quality assurance program and the accreditation compliance functions. Success in this position contributes to department compliance with relevant standards, to the maintenance of department accreditation and to the effectiveness of department operations.

## **CONTACTS**

- Contacts are typically with other county employees, representatives of accrediting agencies, elected and appointed officials, and members of the general public.
- Contacts are typically to give or exchange information, resolve problems, provide services, or justify or defend matters.

## **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 and heavy objects.
- The work is typically performed in an office.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has direct supervision over trainees, Communications Officers, Communications Training Officers, and Communications Shift Supervisor when performing in a quality assurance capacity to ensure adherence to APCO standards, County policy, and Center procedures.

## **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 APCO Public Safety Telecommunicator I (PSTI), if needed for additional APCO certifications. 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 APCO Emergency Medical Dispatch (EMD) Certification, Fire Services Communication (FSC) Certification, Law Enforcement Communications (LEC) Certification and recertification every two (2) years. National Incident Management System (NIMS) 100, 700, 200, 800 and classroom 300 and 400 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**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain GCIC/NCIC certification.
- Possession of or ability to readily obtain an APCO Institute EMD Manager Certification (EMD-M) and a Comprehensive Quality Certification (CQC).
- 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.
- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.